

Netsmart Technologies

Benchmarking: *The Basics and the Benefits!*

*Melanie Wilson, PhD
Director of Benchmarking & Analytics
Netsmart Technologies, Inc.*



Context for Benchmarking

- Challenges to behavioral health and human services providers throughout the United States
- All organizations striving to deliver optimal performance in order to survive and thrive
- Benchmarking is one of the most potent and under-utilized management tools available



United Cerebral Palsy (UCP)

- ***Mission:*** *To advance the independence, productivity and full citizenship of people with disabilities through an affiliate network.*
- UCP works to enact real change—to **revolutionize care, raise standards of living and create opportunities**—impacting the lives of millions living with disabilities.





Why Benchmark?

- Required by funding & regulation entities
 - Data can drive performance
 - Support the organizational vision
 - Data-driven organizational decision-making
 - Data can drive improved care
- * If we don't set the standards and engage in comparisons, someone else will do it for us**



Do you Benchmark?

- Many organizations who benchmark, do so internally
 - Comparing quarter by quarter, year over year
- Are you getting the full picture or might you be missing some context?



The Importance of Context



- A thermometer reading would have little value as a measure of your health...
- *If you didn't know that 98.6 is the “normal” temperature!*



The Role of Benchmarking



- Vital external context for understanding measured performance
- Identifies organizational strengths and opportunities for improvement

Context for Benchmarking



Outliers are not always a bad thing



Performance Improvement

- Learn from organizations across your state & the nation
 - Audio conferences to discuss best practices
 - Newsletters to share information
- Benchmarking at work:
 - Reduce no-shows; add \$ to bottom line
 - Reduce bad debt & days in Accounts Receivable (AR)
 - Reduce the number of physical restraints



Netsmart Benchmarking Participants Submitting Data in 2013



Alabama

California

Canada

Colorado

Connecticut

Florida

Georgia

Iowa

Illinois

Indiana

Kansas

Massachusetts

Maryland

Michigan

Missouri

Montana

New Jersey

New Hampshire

Ohio

Oregon

Pennsylvania

South Dakota

Tennessee

Texas

Virginia

Washington

Wisconsin

*+ Organizations
submitting data
from locations
across the U.S.*



Benchmarking Surveys

- Intellectual and Developmental Disabilities
- Children & Families
- Addiction Services
- Mental Health
- Organizational Climate (Staff Satisfaction)

* *Coming soon:*

- Meaningful Use Clinical Quality Measures
- Public Health



I/DD Survey

- **Captures data across support categories**
 - Total Support
 - Comprehensive Support
 - Moderate Support
 - Limited Support
 - Infrequent Support



I/DD Survey

- **Robust Metrics**

- Health & Wellness; Safety; Personal Choice & Decision Making; Community Inclusion; Human Rights; Employment, Volunteer, & Day Supports; Residential Supports; Relationships & Natural Supports; Communication
- Annual Hospitalization for Behavior Management; Restraints; Injuries During Restraint; Medication Errors; Violence/Aggression: Harm to Others; Violence/Aggression: Damage to Property; Self Injury; Suicide Attempt
- Absenteeism; Residential Occupancy Percent; Staffing Per Person Served; Staff Turnover; Staff Vacancies; Staff Training
- Current Ratio; Days Cash on Hand; Net Margin Percent; Payer Mix; Net Days in Accounts Receivable; Total Cost Per Person Served Per Year; Management and General Expenses as a Percent of Total Expenses; Cost Per Unit of Service by Level of Care; Salaries



Data Submission

- User-friendly web-based data submission
- Secure access
- Encrypted data
- State-of-the-art data validation
- Data is submitted quarterly



Data Submission

3. Health and Wellness Hide Service Level Data Entry Fields Display Service Level Data Entry Fields

	Percent (%)
a. Percentage of individuals who report having an identified primary care physician	
b. Percentage of individuals who have had a physical examination, including a dental exam, within the past 12 months	
c. Percentage of individuals who are actively involved in a wellness program at least once per week (e.g. Weight control, smoking cessation, general physical activity intended to promote/foster wellness)	

4. Safety Hide Service Level Data Entry Fields Display Service Level Data Entry Fields

	Value
a. Reported federal 'OSHA Incident Rate'(OIR) of the organization for the reporting period	
b. The total number of injuries among persons served prompting medical intervention (and requiring documentation) over the reporting period	
c. Total number of persons that were served in the same reporting period	
d. Number of reported staff injuries requiring "days away, restricted, or transferred" work (i.e. OSHA – DART submission) over the reporting period	
e. Total FTEs (full-time equivalent staff) that were employed over the same reporting period	

5. Personal Choice and Decision-Making Hide Service Level Data Entry Fields Display Service Level Data Entry Fields

	Average Rating
a. Overall satisfaction with the quality of care and services offered by the organization. Provide average (mean) satisfaction rating by those served on the following scale: 5=Excellent, 4=Very Good, 3=Good, 2=Fair, 1=Poor.	
b. Degree to which individuals feel they are supported by the organization to make choices regarding their personal life decisions (e.g., Choice of friends, social activities, religious preferences, etc). Provide average (mean) rating by those served on the following scale: 5=Excellent, 4=Very Good, 3= Good, 2= Fair, 1=Poor.	
c. Degree to which individuals feel they are actively involved in planning their own clinical supports	



Reporting

- Easy to use reports
- Per metric
 - Overall Comparison Statistics (sample size, standard deviation, mean, median)
 - Organization (score & percentile ranking)
 - Percentile ranking for additional comparisons (setting, geographic location, budget)
- Apples-to-apples percentile comparisons with like agencies
- Anonymous: No direct organization comparisons

Standard Benchmarking Report



I/DD Benchmarking Report - Oct to Dec 2013
Overall Organization



				Current		Comparison Group:			Previous 10/15/13	
Sample Size	Standard Deviation	Mean	Median	Score	Overall Percentile	Setting: Comprehensive I/DD	Budget: Over \$15M	Score	Overall Percentile	
SERVICE MEASURE BENCHMARKS										
Health and Wellness										
1) Percent of individuals with primary care physician - Overall								10/15/13		
85	79.18	30.05	8.61	92.16	16.00 ▼	41.00 ■	73.00 ▲	4.76	75.00	
2) Percent of individuals with primary care physician - Total Supports								10/15/13		
81	69.84	82.45	48.23	35.46	18.00 ▼	75.00 ▲	94.00 ▲	21.48	22.00	
3) Percent of individuals with primary care physician - Comprehensive Supports								10/15/13		
29	58.41	1.10	62.23	98.61	58.00 ■	35.00 ■	32.00 ■	24.88	0	
4) Percent of individuals with primary care physician - Moderate Supports								10/15/13		
32	3.35	40.02	78.79	50.29	88.00 ▲	52.00 ■	N<6	3.91	19.00	
5) Percent of individuals with primary care physician - Limited Supports								10/15/13		
32	71.29	3.96	60.69	63.96	15.00 ▼	60.00 ■	N<6	66.72	9.00	
6) Percent of individuals with primary care physician - Infrequent Supports								10/15/13		
73	59.69	88.44	20.70	2.07	70.00 ▲	92.00 ▲	12.00 ▼	92.57	80.00	
7) Percent of individuals who have had a physical examination - Overall								10/15/13		
88	12.38	1.28	10.35	80.75	86.00 ▲	48.00 ■	N<6	40.08	49.00	

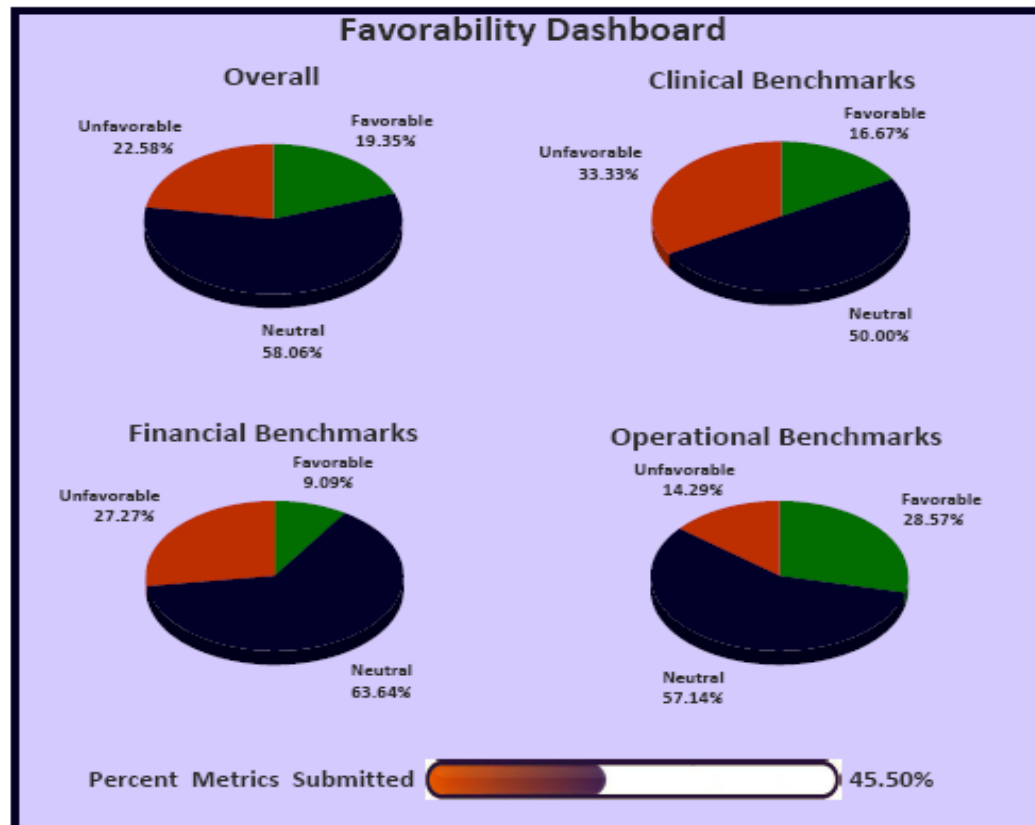
Executive Summary Report

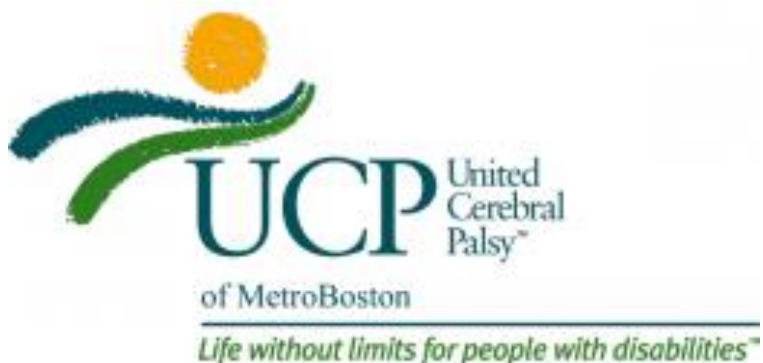


XYZ Benchmarking Initiative Executive Summary Report



This Executive Summary Report presents key comparative benchmarking data that profiles your organization's performance against both state-wide and national norms. Benchmark data based on national norms is identified by (National Comparison) appearing after the benchmark name. To bring focus to "outlier" performance, this report is limited to favorable and unfavorable benchmark findings of 70%ile or higher or 30%ile or lower. For a full report containing all metrics, please refer to the Standard Report. A Favorability Dashboard appears below which contains pie-charts that summarize the distribution of favorable metrics, unfavorable metrics, and neutral metrics, broken out by functional domain (financial, operational, and clinical). Below that is a gauge that illustrates the percent of available metric fields that were populated with data.





Netsmart Technologies

Affiliate Perspective: UCP Metro Boston

*Todd Kates, PhD, CEO
Carla Guenette, VP of Programs*