

Title: **Benchmarking at SAHS CAMHS**
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Problem statement:

To trial Mental Health Key Performance Indicators and to improve service provision, through a national collaborative benchmarking project.

Motivation:

Demonstrates how data can be used to influence service provision.

Approach:

Nationally-defined KPIs were used as a basis for comparison and discussions between participants at benchmarking forums. Additional measures were implemented to give further understanding of each services' profile/behaviour.

Scope:

Six CAMHS agencies participated. Project timeline is May 2006 – June 2008. SAHS CAMHS only reported the 7 (of 13) KPIs that relate to Ambulatory services. Data has been collected for the 2004/05, 05/06 and 06/07 financial years. Data was gathered for all SAHS CAMHS teams that use the CBIS system/database.

Transferability:

Benchmarking methods and SAHS CAMHS' findings (below) could be transferable to other CAMHS or Mental Health agencies.

Findings:

SAHS CAMHS has been able to identify its relative strengths and weaknesses, in comparison to its benchmarking partners. SAHS CAMHS has revised its clinical protocols and developed accompanying measures to support these changes.

Conclusions:

The nationally-defined KPIs will become part of SAHS CAMHS' management reports. Under the changes to clinical protocols, targets have been set for –

- Number of active cases per clinician.
- Number of face-to-face clinical contacts per week.
- Therapeutic case mix (based on HoNOSCA severity).
- Length of therapy.

Biography: I am employed by SAHS CAMHS as a Benchmarking Project Officer. My qualifications are in engineering/IT. My main job responsibilities are to carry out data reporting and analysis in support of benchmarking requirements and in support of on-going service monitoring and improvement.