

HEALTHCARE BENCHMARKING WRONG PRACTICES

Healthcare benchmarking is a practice of comparing the performance metrics with the best performer in the same settings. The healthcare professionals use benchmarking to highlight the strengths and prioritize the opportunities for improvement by comparing the organization's key performance measures against its peers and to achieve highest quality of services and delivery of care. The Academic Medical Centre (University Hospital) shall establish a standard of excellence by benchmarking health care services with that of the similar best leading Academic Medical Centre other than normal University hospital. Data driven approach is used for analyzing the SMART KPI and achieving the benchmark. Common mistakes that the organization usually makes during the selection of KPI and benchmarking are defining wrong data collection methodology, choosing too many KPI, reporting irrelevant details and setting unrealistic targets ending up in improper monitoring. Benchmarking is recommended for stable performance measures which empowers the providers to deliver the best possible care.

Benchmarking- Wrong Practice

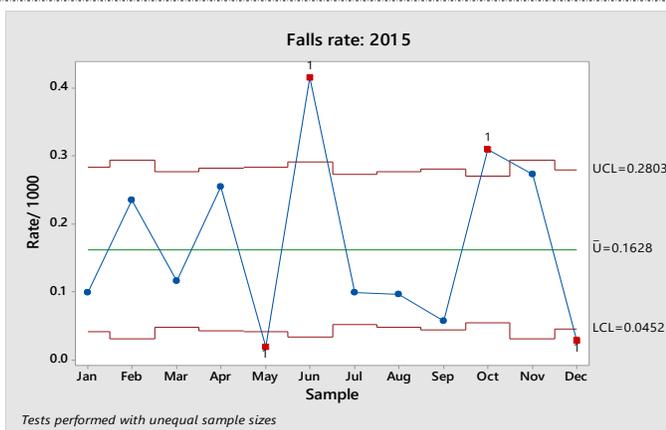


Figure 1: The graph represents the patient falls rate during the year 2015. There are data points which fall outside the control limits indicating an unstable process due to the process gaps.

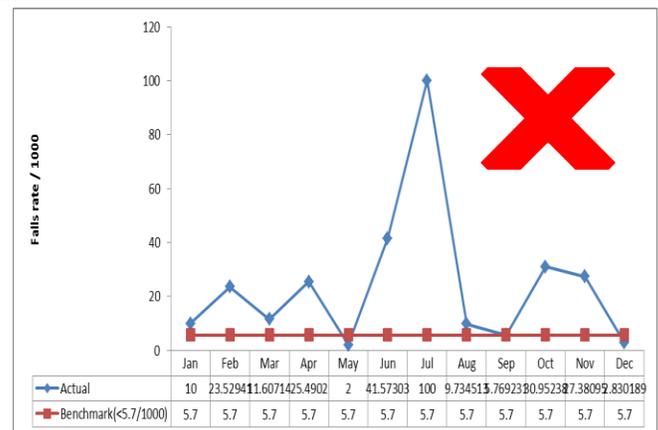


Figure 2: The graph represents the patient falls rate during the year 2015 and indicates wrong practice due to the unstable falls rate during 2015 was not stable and we can't benchmark this patient falls during 2015.

Infographics Insights: -

The above Figure 1 and Figure 2 illustrates the importance of stability requirement for comparison with other facility. The graphs indicate that comparing the inconsistent process with the other facility process rate (benchmarking) can lead to misinterpretations and chaos occurs while identifying the opportunity for improvements. Furthermore, falls rate was compared with similar healthcare facility rather than comparing with the best healthcare facility that achieved with highest performance excellence. The process measure shall be compared with the best facility with excellent processes instead of similar external facility. Henceforth, explore the right competitors for benchmarking to optimize the performance of your organization or department by following rigorous and structured statistical approach to measuring performance and to gain process capability.