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In this Edition

April saw our first ever national in-person event - see key insights from the day below.

◆ We have been listening to your feedback and updating the benchmarking website to improve your experience. ◆ This month also sees us carrying out a data quality audit, with a chance at a much-coveted prize for teams who complete a short survey. ◆ Tahniah from Birmingham and Solihull Mental Health Foundation Trust gives us some key learning points from her benchmarking experience. ◆ Plus - join us at one of our upcoming events, or request a visit from the benchmarking team (online or in person!).

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First In-Person National Event

April saw our first national in-person event held at the **Macdonald Burlington Hotel in Birmingham**. 30 delegates joined us from 15 teams across the country - some experienced benchmarkers and some brand new to the platform.

Delegates reported that they particularly valued **learning more about how to utilise their data, understanding the support that was available, and learning from the experiences of seasoned benchmarkers.**



Experienced benchmarkers shared some key benefits they'd found from benchmarking:

- ▶ Being able to **make a case** for training more therapists, and so increasing capacity
- ▶ A way to **motivate the team** - a visual way to show clients' progress through the improvements in scores
- ▶ Boosting **empathy** for clients through reviewing their responses to measures
- ▶ Being able to look at changes in **subscales** (for example within the DERS), to identify specific areas where clients may be stuck
- ▶ Increasing **efficiency** and reducing the need for manual data collection by utilising the **self-assessment links**

If you missed us this time around why not join us at our **next event in Manchester on the 4th October?**

New website updates!



We have been listening to your

difficulties and suggestions to improve our benchmarking website.

See below for our latest updates to improve your benchmarking experience.

Reliable Change Graph

You Said:

“We’d like to be able to easily identify a client (by pseudonym) on the Reliable Change graph.”

We Did:

You can now select a client from the drop-down to the right of the graph. Their data point will be highlighted along with a summary of their information.



Overdue Discharge Data

Are you tired of getting notifications about overdue client discharge data for clients who are still in programme?

extend the estimated discharge date for individual clients (for example if they are repeating modules or resuming therapy after a break). This has the following advantages:

- No more being chased for discharge data of clients still in programme
- You are helping to increase the accuracy of the benchmarking data
- You can set notifications to act as more timely reminders, closer to the actual discharge date

the client list, and then make the change as follows:

Casey-Ivanka

Overview

Status: Admitted

Programme Type: Full DBT

Client Group: Adults

Age Group: Adult

Estimated Discharge: in 4 weeks 03/07/2024

Update

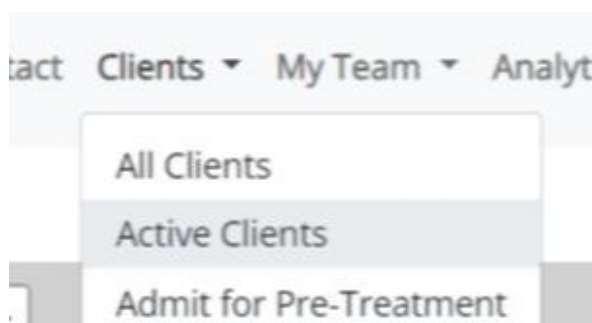
Please do review your clients and update dates where necessary!

Active Clients List

You Said: “We’d like to it be easier to identify clients in programme from the All Clients list”

We Did:

You can now select ‘Active Clients’ from the ‘Clients’ menu to see only those clients in treatment or pre-treatment.



Individual Client Graphs

Clicking ‘View’ against a client in the ‘All Clients’ or ‘Active Clients’ list will now display series of graphs showing the client’s progress in each of their measures (and sub-scales).

Discharge Date Range

You Said: “I’d like to see the outcomes for all my clients completing treatment in the last financial year, for my annual report”

We Did: You can now specify a date range for discharge measures (as well as baseline measures) on the ‘Reliable Change’ graph. This filter also applies to the pie and bar chart shown if you click ‘Toggle Additional Charts’.

Benchmarking Data Audit and Prize Draw



This is not your usual audit!

All participating teams will be entered into a draw to win **half a day of DBT consultation** with **Professor Michaela Swales**, Director of Training at British Isles DBT Training and Professor of Clinical Psychology at Bangor University.

We are conducting a snapshot exercise to see how closely the benchmarking data is aligning with the number of clients in service. This will help us to quality assure the data, better understand the accuracy, and offer support to any teams where there are large discrepancies.

Enter this [very short survey](#) to tell us how many clients you have :

- In pre-treatment
- In your programme (admitted but not discharged)
- Discharged since you started benchmarking

**Participate
Now!**

And be entered into the **prize draw!**

Top Tips from a Benchmarking Team

Assistant Psychologist Tahniah Haque gives us some pointers from her experience benchmarking for community specialist service CASCADE at Birmingham and Solihull Mental Health Foundation Trust. They provide DBT for adults and young people aged 14+.

We started benchmarking in September 2023 and have picked up some tips along the way. These helped streamline the process for us and can hopefully give some ideas for your teams!



- ▶ Have a designated person to manage the system.
- ▶ Schedule weekly slots and deadlines for specific tasks e.g.:
 - Upload paper copy assessments within 1 week.
 - Download copy of data every 2 weeks.
- ▶ Turn on your email notification settings - so you're notified when clients complete their self-assessment etc.

benchmarking

- ▶ At the beginning of assessment, give a client-friendly consent form and [flyer](#) explaining the benchmarking and how the anonymised data is used.
- ▶ Ensure clients' pseudonyms are saved in a secure database.
- ▶ Have prepared a paper pack of the psychometrics. This is helpful for clients who give consent but cannot complete the self-assessment link e.g. because they require reading support, or have technical difficulties.

Sending out online self-assessment links via email

Create an email template to edit and send out to clients to complete their psychometrics. Include clear, concise instructions and highlight key information e.g.:

- "Please use the link and information in this email to complete your psychometrics..."
- "Once you've answered all the questions, please make sure to click 'submit'. If submitted successfully, you'll get a confirmation message on the screen (see attached picture)..."

Difficulties with receiving completed psychometrics

- ▶ From the start, let clients know that their team can give them analytics of their progress using their psychometric data.
- ▶ Include the rationale in your communication e.g.:

"As you're coming up to discharge, we have put together helpful information from your psychometrics about your progress..."
- ▶ Send an email/phone reminder. When reminders are not helping, ask the client's individual therapist to address it.

Making use of your data

Attend check-in events. These helped us understand how to effectively use the analytics.

Contact the benchmarking team for support. The team are very helpful and friendly!

Good luck!

The benchmarking team can provide **online** or **in-person consultation** on benchmarking for your team, whether you are experienced benchmarkers or considering signing up. We can:

- *Run through the various benefits to your team*
- *Help you to set up your account and register your first data*
- *Explain how to use the different functions of the website and streamline your process*
- *Explain how to interpret the analytics and get the most out of your data*
- *Troubleshoot any difficulties you've experienced*

Upcoming Events

Save the Date!

Register for
our upcoming
EVENTS!



These free events are aimed at DBT teams currently engaged on our benchmarking website or teams that are interested in getting started and want to know more. Come along to hear about the latest updates to the website and have your questions answered. We will also present the 'Stars of the Quarter' - the teams that have entered the most data in the last quarter!

FRIDAY 12 JULY

2:00 - 3:30PM

ONLINE CHECK-IN EVENT

Register
Now

FRIDAY 4 OCTOBER

10:00am - 4:30PM

Mercure Manchester PICCADILLY HOTEL

ALL-DAY IN-PERSON EVENT
INCLUDING A FREE LUNCH!

Register
Now

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