

## *NRI's Behavioral Healthcare Performance Measurement System*

The Behavioral Healthcare Performance Measurement System grew out of need for psychiatric facilities to have a common set of performance measures to meet new requirements by 1999 from The Joint Commission, known as the ORYX initiative. NRI worked for two years with 15 collaborators representing over 50 state psychiatric facilities and their state offices to develop the first round of performance measures. Over the following twenty-years of operation, NRI has defined over 20 performance measures, using a standardized framework that includes the involvement of the stakeholders and the evaluation of the measure for utility and burden.

NRI became listed in 1999 by The Joint Commission as acceptable for the ORYX(®) initiative, for both inpatient and residential psychiatric facilities. The NRI has continued to expand its measures of performance for psychiatric care, including a scientifically validate inpatient consumer survey, and adoption of all patient-level measures required by either The Joint Commission or the Centers for Medicare and Medicaid Services (CMS) for free-standing psychiatric facilities.

A standing technical workgroup comprised of employees from participating facilities provides the NRI system with direct experience useful to performance measure development, assessing burden of data collection, uncovering the benefits of metrics, and sharing examples of successful quality initiatives. A fundamental attribute of our service is the interaction of the NRI staff with your facility. Participating members receive the benefits of:

- NRI's extensive knowledge of the behavioral healthcare system
- One-on-one, personal technical assistance from an assigned liaison, including live interactive webinars
- Access to our specialists – Principal Biostatistician and Clinical Quality Educator to address the deeper questions
- Monthly, real-time web-based reports to support your facility's quality improvement initiatives (the control chart)
- Up-to-date information on The Joint Commission and CMS reporting requirements, as well as the changing healthcare environment
- Data submission to The Joint Commission and CMS
- Comparing the facility's performance levels to comparison groups, as well as national rates (the comparison chart)
- Live, educational webinars on a range of topics from data quality to clinical best-practices to quality improvement processes
- Recorded educational webinars and tutorials on a variety of topics
- Monthly e-newsletter full of information on quality tools, changes in performance measures, best-practices, evaluating your EHR, and recent research

To schedule your live demonstration of the NRI's Behavioral Healthcare Performance Measurement System (BHPMS) contact us at [TechSupport@nri-inc.org](mailto:TechSupport@nri-inc.org).