

NRI Study: New Technologies Improve SBHAs' Collection, Analysis of Performance Measurement Data

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In a newly issued report, [State Behavioral Health Authorities' Use of Performance Measurement Systems](#), NRI researchers have found that evolutions in technology have enhanced the abilities of state behavioral health authorities (SBHAs) to collect and analyze data for performance measurement. In particular, improvements in technology have reduced the lag between submission of data and the receipt of reports, allowing providers to more quickly address individual clients' needs.

At the same time, the report notes that performance measurement systems still need to evolve before it will be possible to implement "performance medicine," the tailoring of treatment to the individual characteristics of each patient.

NRI researchers analyzed results of a questionnaire completed by 41 SBHAs, and conducted six follow-up interviews with staff from SBHAs with current and past performance measurement systems. They found that SBHAs collect data for a variety of settings and populations including performance measurements of services provided in the community, in state hospitals, and in managed care systems.

Specifically, 30 SBHAs focused their performance measurement system on services provided in the community; 20 focused their performance measurement systems on services provided in state hospitals; and seven SBHAs focused their performance measurement systems on managed care settings.

The report notes that SBHAs may take different approaches toward building performance measurement systems, either developing a system internally or purchasing an "off the shelf" system. The entire report, [State Behavioral Health Authorities' Use of Performance Measurement Systems](#), is available on [NRI's reports page here](#).

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