


Benchmarking for improvement



The practice of being humble enough to admit that someone else is better at something and being wise enough to try and learn how to match and even surpass them at it.

(International Benchmarking Clearinghouse, 1992)

What is benchmarking for improvement?

“the process of identifying and learning from best practices or best performance from any industry to identify potential changes for improvement”

Robert Camp



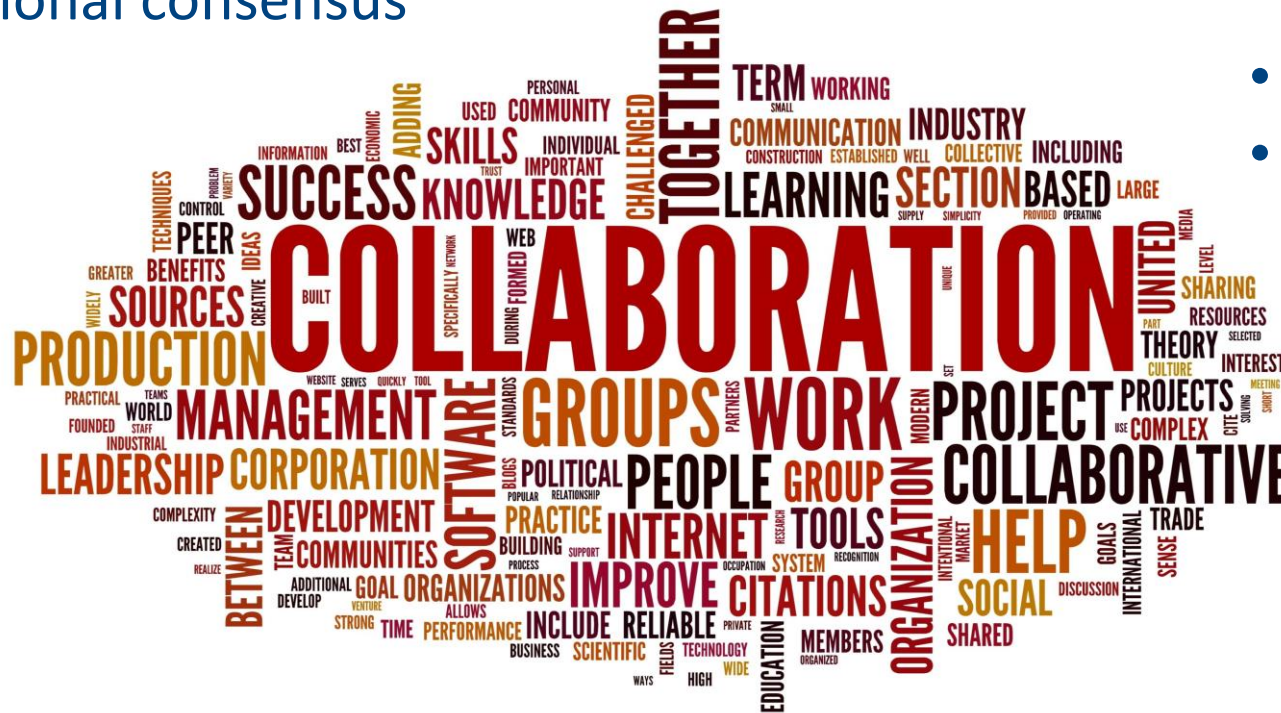
Benchmarking in practice

Benchmarking is drawn from:

- Available research
- Practice examples
- Professional consensus

Each benchmark acts as a standard against which:

- Services and practices can be compared
- Difficulties can be shared
- Practical support and encouragement can be offered by peers



Advantages of benchmarking

- A systematic approach
- Promotes reflective practice
- Reduces repetition
- Provides evidence for additional resources
- Facilitates multidisciplinary team building and networking
- Provides a forum for open and shared learning
- Accelerates quality improvement efforts



Benchmarking process

1. Identify high performers in your system
2. Make initial contact
 - Explain rationale
 - Request information
 - Explain how intend to use the information
 - Discuss sharing opportunities and options
 - Arrange time for visit
3. Develop a plan to obtain the information of interest during the visit (use a PDSA cycle for this!)
4. Conduct the visit according to the plan (the “do” of your PDSA)
5. Share the information gathered
 - Collect additional questions for follow-up
 - Develop list of ideas to test
 - Collect information asked for by the benchmarking host
6. Prepare a thank-you response
7. Consider improvements to your process for future benchmarking

Langley GL, Moen R, Nolan KM, Nolan TW, Norman CL, Provost LP. The Improvement Guide: A Practical Approach to Enhancing Organizational Performance (2nd Edition). San Francisco: Jossey-Bass Publishers; 2009.

