



## What is Clinical Benchmarking?

‘Benchmarking is the use of structured comparisons to help define and implement best practice’ **NHS Benchmarking Network 2017**

Benchmarking as a component of Quality Management offers a continuous process by which an organisation can measure and compare its outcomes overtime with peer organisations and use the findings to inform management decision making. This is a useful tool within a quality assurance portfolio as it is intended to ‘shine a light’ on a critical area of interest being monitored.

By engaging benchmarking the organisation can provide assurance as to the effectiveness of existing care provision as well as identifying improvement points around discrete aspects of care

Benchmarking results will inform the organisation if ‘a deep dive’ enquiry is required to understand the findings and the associated contributing factors. Deep Dive is a technique to rapidly immerse a team into a situation for problem solving or idea creation. In this context a deep dive exercise should identify factors which may be contributing to the data findings and direct changes to practice.

Essential to the success of any benchmarking is the underlying confidence that there is a consistency in approach by all engaged, which will as a result assure the data produced. This is critical if the benchmarking is to be of value at local and national learning.

Benchmarking is a team process as the outcome will may well involve changing current practices with engagement needed throughout the organisation. The team should include colleagues who have expert knowledge of the subject in question, in this case a clinical expertise; skills to interrogate the data inputted as well as the benchmarking reports and of course Clinical leadership oversight.

For more information on benchmarking or Hospice UK’s benchmarking project [please contact us.](#)