Benchmarking References for Respiratory Care

Books


Step by step guide in the different types of benchmarking and their application

O'Dell, C S, Grayson CJ, Ostro, N. If Only We Knew What We Know: The Transfer of Internal Knowledge and Best Practice. New York: Free Press; 1998.

Detail examination of benchmarking results and common methodology by fortune 500 companies.


Provides a quick and easy way of understanding benchmarking, covers language and commonly asked questions.


On what benchmarking is all about, example, history, personnel tips, great reference.


This book covers a continuous, systematic process for evaluating the product, service and work process in a organization


Defines how benchmarking flow and what great companies do to make them the best


Overview of performance measurement and the various types and how to develop them.

Popular benchmarking applications, product testing and examples on how benchmarking maximizes organizational performance.


Gives a up to date examples on how benchmarking works.


**Articles**


Collaborative Benchmarking in Health Care; Mosel D, GiftB; Joint Commission Journal of Quality Improvement

**Websites**

APQC’s [www.apqc.org](http://www.apqc.org) This organization conducts and provides benchmarking studies in a variety of industries and a variety of topics.


  *Benchmarking: A Performance Intervention Tool*
  *Benchmarking: Finding Ways to Improve*
  *Benchmarking: Applied to Health Care*

Association for Benchmarking Health Care; [www.abhc.org](http://www.abhc.org) ; this sight offer a variety of benchmarking resources and services.

Overview of Benchmarking [http://www.managementhelp.org/quality/bnchmrkg/bnchmrkg.htm](http://www.managementhelp.org/quality/bnchmrkg/bnchmrkg.htm) ; gives standard measures and terms, comparison to other organizations, perspectives and related library links. This site will not allow access to everything unless you are a member.

Benchmarking Network [http://www.benchmarkingnetwork.com/](http://www.benchmarkingnetwork.com/) ; great site to gather other website connections and industrial benchmarking topics.