

FEATURED CUSTOMER CASE STUDY

How LEARN Behavioral Reduced Employee Turnover Through Treatment Fidelity Measurements Using BSTperform

"BSTperform fills a gaping hole in electronic data collection. Treatment fidelity data collection is paramount to a quality behavior analytic program. With BSTperform, clinicians are able to collect and analyze treatment fidelity data, share graphs with direct care staff, and set goals to improve performance."

- Dr. Hanna Rue, BCBA-D
Chief Clinical Officer



CASE STUDY

LEARN Behavioral

ABOUT

LEARN Behavioral is a leading provider of contemporary Applied Behavior Analysis (ABA) therapy to individuals with autism. Based on more than 20 year of clinical practice and insight, LEARN delivers the highest form of research-based ABA therapy tailored exclusively to the child's needs, interests, and personality. LEARN serves more than 5,000 patients across the country.

THE PROBLEM

Like many organizations in the field of ABA, LEARN faces challenges with employee turnover, which can impact operational efficiency and the consistency of care provided to clients. Additionally, the organization sought more efficient methods for collecting treatment fidelity data and better ways to aggregate this data for leadership insights.

"Without easy access to treatment fidelity, leadership has less insight into how the team is performing, making it challenging to identify areas of need for training and support for both behavior technicians and their supervising BCBAs."

~ Katie Corey, Clinical Director - Boston

THE SOLUTION

In search of a solution to monitor treatment fidelity and decrease turnover, LEARN Behavioral initiated an 8-month pilot program with BSTperform. The pilot involved 108 employees across two regions, while 297 employees in those same regions did not participate. BSTperform was utilized to monitor and enhance treatment fidelity, improve supervision practices, and elevate employee skill and engagement through comprehensive feedback mechanisms and performance tracking. The data were aggregated and accessible to leadership for ease of visibility.

WEBSITE:
learnbehavioral.com

LOCATION:
18 States

COMPANY SIZE:
6,000 Employees

IMPACT:
5,000 patients

THE RESULTS

Turnover among pilot employees was half that of non-pilot employees. The table and figure below show data indexes and percentages.

Average treatment fidelity scores for employees who stayed the full eight months were significantly higher at 91.2%, compared to 80.1% for those who left. This indicates that higher performance and adherence to quality standards were associated with employee retention, with the best performers retained.



Improved Fidelity
Collection Efficiency



Visibility Across Regions



Improved Communication
Between Team Members



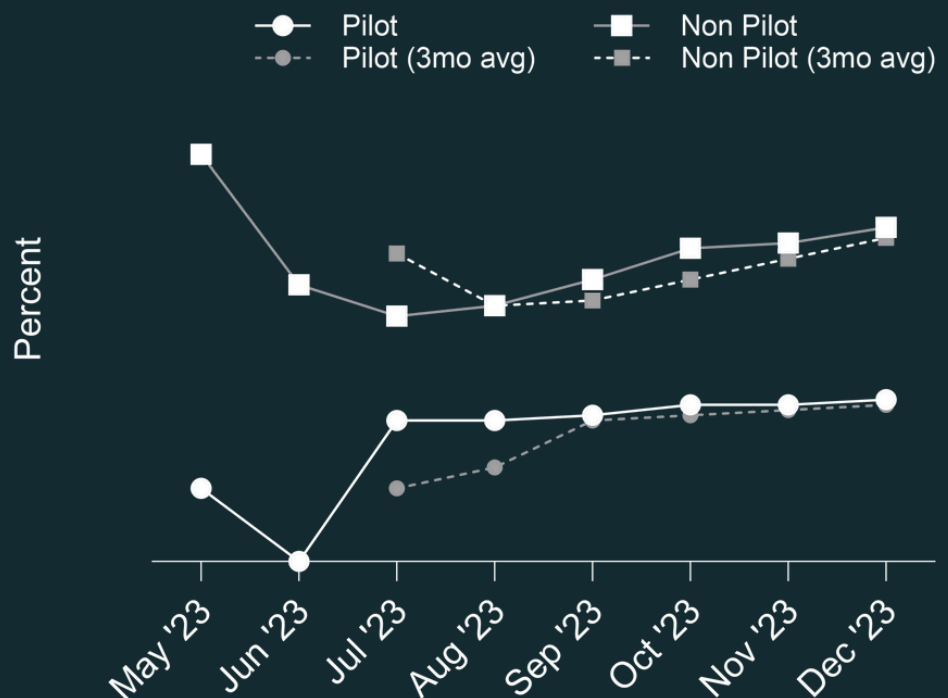
Decreased Turnover



Improved Quality

May '23-Dec '23	Turnover Index
Pilot employees	0.56
Non-Pilot employees	1.18

Monthly Turnover (Annualized)



THE CONCLUSION

The collaboration between LEARN Behavioral and Behavior Science Technology has demonstrated the transformative power of robust data collection and treatment fidelity monitoring. By implementing BSTperform, LEARN Behavioral effectively addressed challenges related to employee turnover and treatment consistency. The pilot program's success, marked by a notable reduction in turnover and high treatment fidelity scores, underscores the platform's impact on both operational efficiency and clinical outcomes.

These results underscore the importance of continuous treatment fidelity tracking, skill development, and enhanced supervision practices in ensuring adherence to quality programming. With BSTperform, LEARN Behavioral not only improved its supervision methods but also ensured its employees increased their skill levels and maintained the highest standard of care, delivering quality services to its clients.

Building on the success of the pilot, LEARN Behavioral is poised to expand the use of BSTperform across its organization, further solidifying its commitment to quality and excellence in ABA therapy. They've already seen further decreases in turnover with the additional rollout of BSTperform. As they continue to leverage data-driven insights and innovative technology, LEARN Behavioral is setting a new standard for service delivery in the field of ABA.

“BST Perform allows me to analyze fidelity quickly and easily across all staff by supervisor team and program type. This has been instrumental in determining where additional training and clinical support are needed so that we can continue to improve overall clinical quality.”

~ Laura Squicimara, Assistant Clinical Director - Northeast Region



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