



FEATURED CUSTOMER CASE STUDY

# How Aspen Behavioral Consulting is Increasing Efficiency with BSTperform

*“The platform allows us to efficiently provide feedback that is supported by data to promote the growth of our staff.”*

Rebecca White, M.A., LBA, BCBA  
Director of Clinical Operations

# CASE STUDY

## Aspen Behavioral Consulting

### WEBSITE

<https://www.aspenbehavioral.com>

### LOCATION:

Gilbert, AZ

### COMPANY SIZE:

19 Clinicians

### ABOUT

Aspen Behavioral Consulting (ABC) is a nationally accredited training site, authorized continuing education provider, and ABA therapy clinic. ABC is dedicated to the ongoing development of professional, behavior analytic, and ethical skill repertoires.

### THE PROBLEM

As a growing firm, ABC had no single system for managing feedback and fidelity scores across all trainees. As a result, they were manually embedding fidelity checklists into notes and balancing multiple spreadsheets for each trainee. This was both wasting time and increasing response effort for all supervisors. The increased difficulty of entering, managing, and maintaining information across multiple locations for all staff led to a reduction in data collected across all trainees. As an organization that prides itself on professionalism and quality care, in a field centered around quantifiable improvements, this presented an important opportunity.



Data Management



Supervisor Efficiency



Performance  
Measurements



*“Supervisors saved time using BST’s simplified, centralized platform for gathering feedback.”*

- Rebecca White, M.A., LBA, BCBA  
Director of Clinical Operations

### THE SOLUTION

With BSTperform, ABC sought to:

- Implement a more robust performance monitoring system
- Move all feedback and performance tracking to a single place
- Enable trainee to review their own scores quickly and efficiently
- Simplify the data collection process
- Employ fidelity checklists for unrestricted assignments (e.g protocol development, article reviews, etc)

### THE RESULTS

- No more balancing multiple spreadsheets for gathering feedback
- Supervisors saved time using a simplified, centralized platform for gathering feedback
- Improvement in staff performance by being able to monitor and review their scores more readily
- Increased the amount of performance data collected over time
- Data-backed insights for where and how to invest in the growth of staff



# Ready to explore BSTperform?

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