Network for the Improvement of Addiction Treatment (NIATx)
http://www.NIATx.net

WASTAR’s Recipe for Continuation

Reduce Waiting & No-Shows • Increase Admissions & Continuation
WASTAR’s Recipe for Continuation
Continuation, AIM 3 % First Treatment from 1st Tx to 4th Tx
Got an iron?
It All Began With…

- A Vision
- A shift in leadership.
- A clear understanding of our MISSION.
- A clear understanding of WASTAR, learning about Process Improvement, and buy-in.
The Approach:
Good Business Practice vs. Process Improvement

■ What were we trying to do?

■ Goal: Provide competent and comprehensive substance abuse treatment services to pregnant women and their families.

■ Build an empowered, cohesive team.

■ Results for WASTAR project, 4 aims.
Where did we begin?

- Introduce the staff to Process Improvement techniques in a manner that is understandable and fun.
- Evaluate skills needed to be an effective clinician.
- Teambuilding and effective communication.
Our Treatment Philosophy

- Client Centered Approach
- Provide a safe environment
- Staff model positive behavior
- Empowering each client to succeed and become a productive member of society while supporting and encouraging her recovery.
Increase Clinician Skills

- Professional development training once per week.
  - Focusing on a variety of issues:
    - “Coping with Change”
    - Crisis Intervention
    - Treatment Planning
    - Ethics
    - Domestic Violence
    - HIPAA
    - Blended Documentation and Chart Compliance
    - Family Drug Court

- Increase clinical staffings
- “Teachable Moments”/ Opportunity
- Redefine Roles
Introduction to NIATx

- Staff’s Initial Reaction
- How would we generate buy-in from staff?
  - Through activities that tied everyday workload to process improvement and the 4 Aims of NIATx.
  - Reinforce PI through fun, creating a greater understanding.
- Changes implemented in re-educating our staff.
- Outcome = increased staff awareness to NIATx, WASTAR and positive change.
We’ve Heard it all Before…

Staff Retreat, Nov. 2004

“We’ve Heard it all Before…

They expect me to pay rent ($1/month)

“My counselor is never available… Who’s my counselor again?”

“My child is coming to live with me in 3 days and I have no childcare, bed or food set up for her.”

“I forgot my color in order to UA”
The Team

- Got away from “well that’s the way we’ve always done it.”

- Solution-Focused
  - Forced all of our staff to think beyond the presenting problem.

- Cross-trained employees

- Built a cohesive team to deliver seamless array of services

- Reinforced team commitment and core values

- Reinforced our vision and dedication to providing quality services
What started with us...

- Led to us providing better quality of services to our clients.

- Increased program integrity.
  - Staff is better prepared to answer client questions and concerns.
Changes that other sites might test using PDSA cycles:

- Communicating a clear mission.
- Empowering staff to let clients drive treatment.
- Team building activities.
- Having fun while making changes.
Our recipe for success includes…

- Recognizing the state of the agency, as well as the state of each client as an individual.
- Encouraging creativity, exploration and a solution-focused mentality.
- Frequent analysis of progress and potential barriers.