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# PRAIRIE RIDGE

- Nonprofit Organization, in business since 1969
  - Governed by a Volunteer Board of Directors
  - Forty-seven staff persons, including part-time
  - Funding is approximately 50% Block-Grant & 50% Private
  - Eight-county catchment area, population of 160,000
  - Provided service to 2,700 persons in FY 03-04
  - Main office is located in Mason City, Iowa with satellite offices in Algona & Charles City
  - Only full-service provider (adults) within an 80 mile radius
  - Services Provided:
    - Adults: ASAM Levels I, II.1, III.1, III.5
    - Adolescents: ASAM Level I, Prevention
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# NIATx Team



l to r: Ted Bair, Mark Dodd, Jane Nelson, Phil Heath, Jay Hansen, Julie Butler, Michele Eng, Chuck Sweetman, Tina Belz, Larece Bartusek



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# Greatest Learning Change Exercise

## AIMS Addressed

-   Reduce wait-time from application date (point of contact) to assessment
  
  -   Reduce No-Shows for assessment
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# Greatest Learning Change Exercise

## Measures Used/Baseline



□ Wait-time from application date to assessment averaged nine calendar days



□ Attendance rate for assessment appointments averaged 71%



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# Greatest Learning Change Exercise

## Changes Made

- Scheduling assessments 'on-demand', asking consumer when s/he wanted to be seen
  - Adjusted clinician schedules and redefined crisis & clinic-hours to create capacity for more same/next day assessments
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# Greatest Learning Change Exercise

## Changes made (continued)

- Used 'live' scheduling system to access all available time slots
  - Designated Support Staff daily to schedule assessments to facilitate engagement
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# Greatest Learning Change Exercise

## Challenges

- Learning Rapid-Cycle PDSA process
  - ‘Opened the Floodgates’ during high demand periods
  - Phone answering process bottleneck
  - Limited flexibility when a staff person is absent (reduced capacity)
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# Greatest Learning Change Exercise

## Successes

- Reduction in wait-time & no-shows
  - Agency-wide paradigm shift: focus has become client needs vs. staff needs
  - Taught us how to do 'Rapid-Cycle' PDSA
  - Confidence in our ability to do 'Rapid-Cycle' PDSA
  - Has resulted in two additional successful change exercises
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# Greatest Learning Change Exercise

## Impact of Project – Staff input why this is our greatest success:

- “This has improved our services and the client’s likelihood of coming in when they feel it’s necessary, rather than two weeks down the road. Jay Haley wrote that ‘a person in crisis is the most open to change’--it's neat that we've opened ourselves up to people in crisis.”
  - “It required an across-the-team effort that focused our energies on the needs of the client as opposed to our staff. The fact that it is on the very front end sets the stage for a customer focus throughout treatment. That early attention to the customer defines our quality values.”
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# Greatest Learning Change Exercise

Impact of Project – Staff input why this is our greatest success: (continued)

- “On-Demand schedule change exercise and subsequent modifications were the most meaningful for the following reasons: 1) it was our first venture; 2) the data showed success for the exercise; 3) we were able to modify the exercise in response to other factors; 4) the success for clients who selected On-Demand scheduling; 5) the culture of ‘meeting clients where they are’ has been reinforced and added to; 6) the Spirit of Motivational Interviewing matched the exercise well.”
  - “It has reminded me of the importance of scheduling in a timely way with clients and the research associated with the same.”
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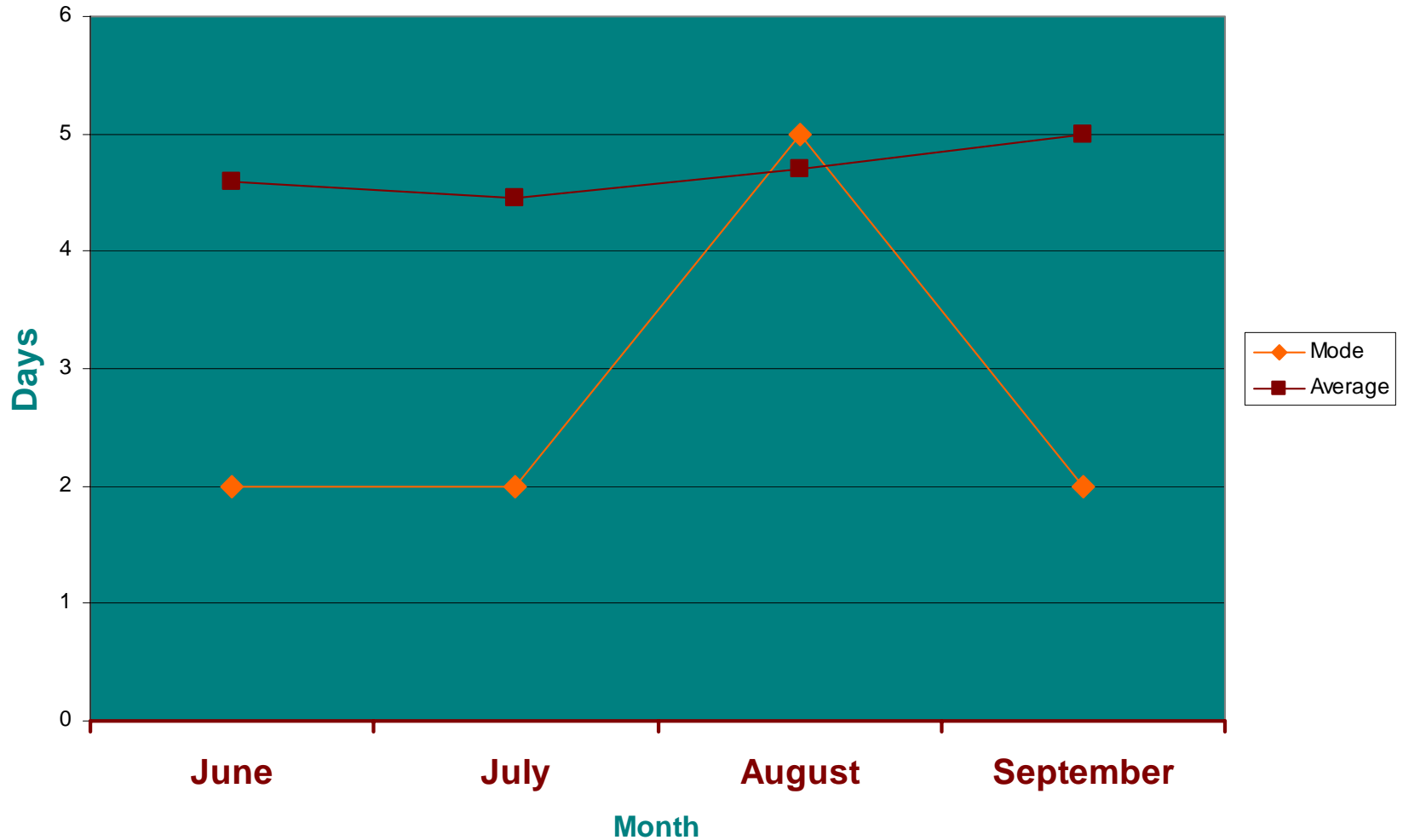
# Greatest Learning Change Exercise

## Current Status

- ❑ This change exercise has been sustained & adopted – this is how we do things now!
  - ❑ Ongoing challenge is to keep wait-time at five days or less even during our high demand periods.
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# Greatest Learning Change Exercise

## On Demand Wait Time for PS



# Greatest Learning Change Exercise

