

Adapt



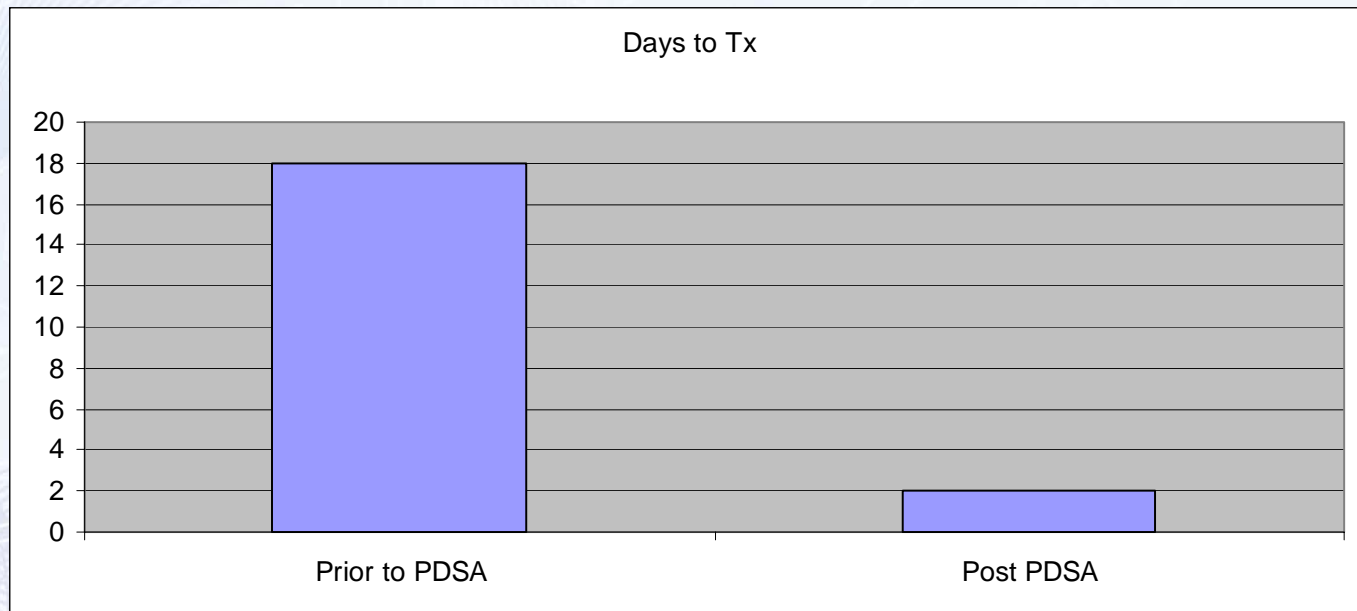
*The Network for the
Improvement of Addiction Treatment*

NIATx 200

Support for this project was provided by NIATx through a grant from the National Institute on Drug Abuse.

PDSA – What did you do and why?

- We decreased the average wait time for CWP referrals from time of referral to first treatment contact.



Decision Support – What Happened and How do you Know?

- Clients that are referred from CWP are seen for assessment within 24 hours.
- Client are also placed into groups directly from assessment, which can also happen on the same day of assessment.

Business Case and/or Strategic Advantage for the Organization

- Clients referred from CWP are often at a critical point in the change process. By getting them seen quickly, we increase retention and engagement thereby improving client outcomes.
- Improved access to treatment and client outcomes also improves our relationship with community partners.

The Plan for Sustainability

- The sustained success of this change project has inspired us to attempt rapid intake with all of our clients, regardless of referral source.

Streamlined Paperwork!

Increased accountability
for fee collection!

Online Orientation!

Cultural Impacts/Considerations

- One consideration is that persons may be feeling victimized by “the system”. Increasing the speed with which clients find themselves in a treatment group may increase feelings of overwhelm and helplessness, particularly for those in the pre-contemplation stage.