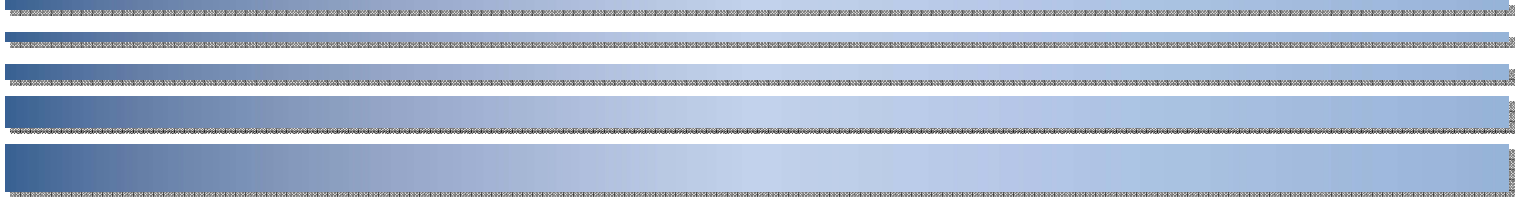
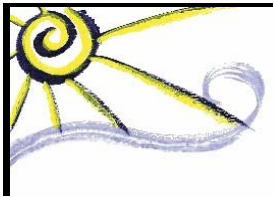


Addictions Recovery Center

1003 West Main St.
Medford, OR 97501



Edward Burns, Deputy Director
Danni Swafford, Admissions Coordinator



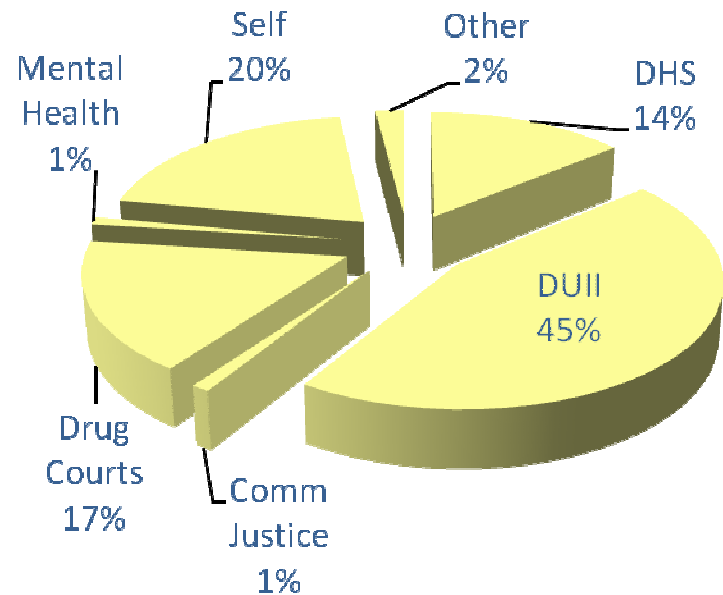


Who We Serve :

Clients Annually (2009):

Residential:	200
Outpatient:	662
Sobering:	2340
Transition:	58

Referral Sources (Current):



The Problem: Baseline Data

Average wait time from initial inquiry to enrollment:	28.2 days
Reception hours spent making and re-scheduling intake and assessment appointments:	16 hours/week
Average assessments performed: <i>Three counselors had 20-30 scheduled assessment slots per month for a potential of 60-90 assessments per month.</i>	10 per month
Loss of Valuable Clinician Time resulting in lost revenue: <i>Average hours scheduled per month = 150, average hours utilized = 20</i>	13% utilization of counselor time
Average percentage of residential clients assessed <i>before</i> entering treatment:	10%
Paperwork needed for one intake: <i>Intake and assessment done in 2 appointments, resulting in wasted paperwork if client did not show up to second appointment.</i>	20 pages
Average referrals in 2006-2007 (<i>before walk in clinic</i>): <i>Non compliance with timely admission resulted in loss of referrals from important community partners.</i>	184 per year



Implementation of NiaTx Model

Aim : Reduce Wait Time

- Key problems identified: Significant bottleneck in getting clients in the door.
- Change Leader: Prominent staff member chosen to serve as liaison to Executive Management Team.
- Change team members: Five selected from “influential” and affected staff.
- Understand and involve the customer: Client surveys identified enrollment as the biggest barrier in accessing services.
- Walk through performed: Detailed report on exhaustive 2-step enrollment process.
- Rapid cycle testing: Pilot walk-in assessments were performed along with previously scheduled assessments until process was modified. The 1st week of fully implemented walk in services resulted in 28 assessments. Success.
- Entire agency kept apprised of change team activities on a consistent basis for motivation and buy-in.

The Results: Final Data

Average wait time from initial inquiry to enrollment:	0-1 days	- 96%
Reception hours spent making and re-scheduling appointments:	1-2 hours/week	- 87.5%
Average assessments performed:	48 per month	+ 480%
Loss of Valuable Clinician Time resulting in lost revenue:	0 hours	100% utilization of counselor time
Average percentage of residential clients assessed <i>before</i> entering treatment:	50%	+ 500%
Paperwork needed for one intake:	6 pages	- 70%
Average referrals 2008-2009 (<i>after walk-in</i>): <i>Referral sources are recognizing faster admit time, resulting in better partnerships and more referrals.</i>	370 per year	+ 201%



Downtown Medford



Mt McLaughlin



Rogue Valley



Medford, Oregon

Maintenance:

- Walk-through performed periodically to improve process.
- Managing overflow on busy days.
- Keeping staff motivated of culture shift, even two years later.
- Keeping community partners informed of process.
- Keeping the technology that makes the process possible up to date.
- Managing the increase in data.
- Using faster enrollment process to our advantage in marketing strategy.
- Planning for the future: more space and resources needed to accommodate larger population of clients in need.