



NIATx

Unio Recovery Center

May 27, 2010

**Oregon Pilot Project
for NIATx Change Process in
Residential Treatment Setting**

Reduce Waiting & No-Shows • Increase Admissions & Continuation

Aim

Baseline, Target, and Measure

Reduce Drop Out Rate prior to 30 days from
32% - 20%

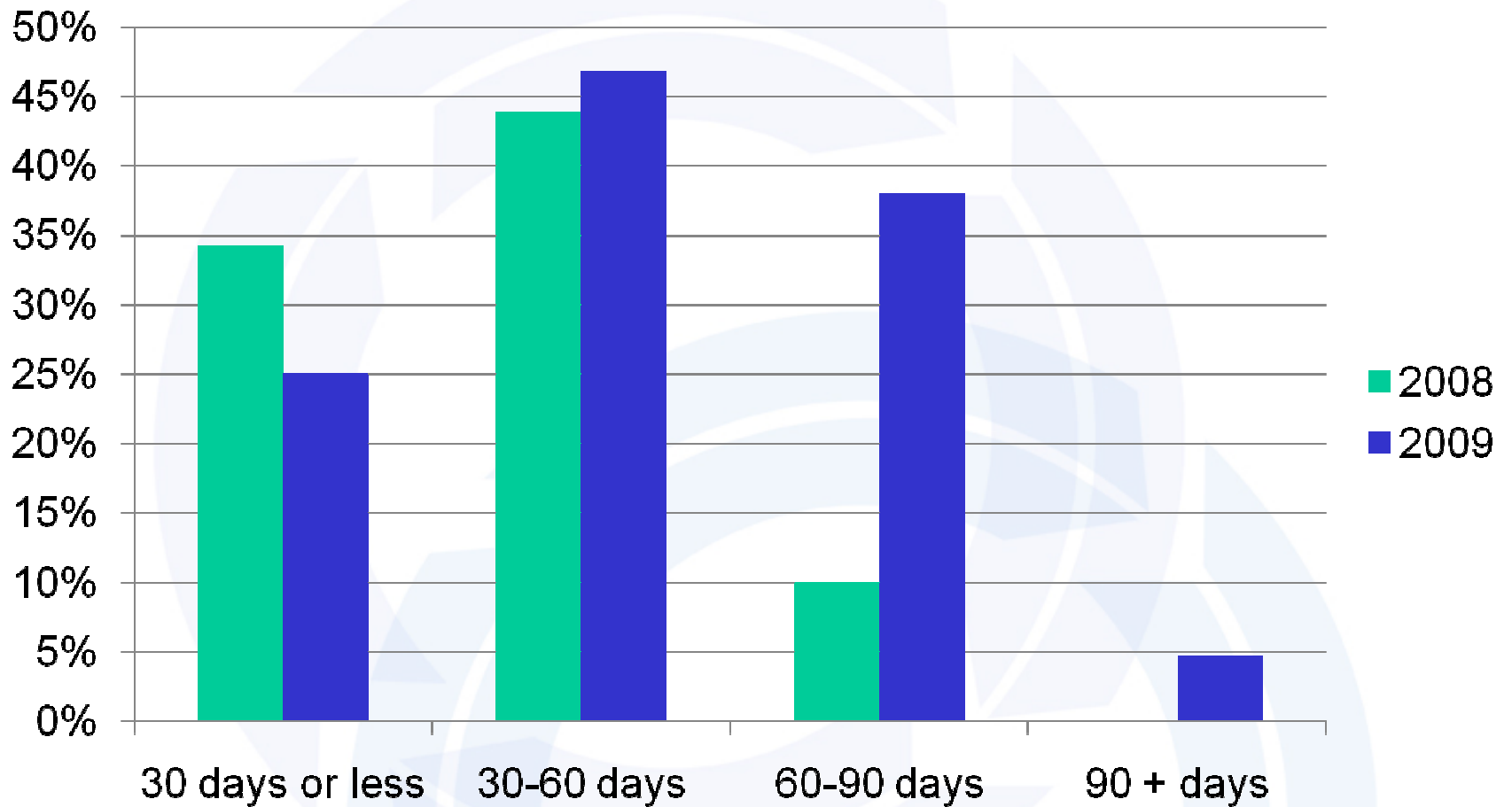
Results as of December 2009

Sustained Drop Out Rate prior to 30 days
25% decrease 7%



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Results – Length of Stay



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Walk-Through Outcomes – Aspire to Change

- Staff Buy-In and Form Knowledge Training
- Training on belongings search / Verbiage / Language
- Red Flags for Detox (Number of days for detox decreased by 70%) Average number of days 10 to 3
- Program Evaluations, Non-Completion Questionnaire
- Replacement of Admission staff
- Site Maps
- Clinician's meet individuals no longer than an hour after entry



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Focus Group Outcomes

- Monthly Focus Groups
- Casual Dress Fridays
- Core Groups
- Family Groups
- Incentives for attending Random Groups (Stress Balls; Candy Bars; Unio Pens)
- Weekly Group Attendance Measurements (Engagement)



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Financial Impact

Increased revenue? Reduced costs? Increased staff retention?

- Addition of 6 Beds
- Interventions-New Funding Source to assist in filling additional Beds
- \$13,500.00 per Month \$162,000.00 per Year
- Minus need for additional employee – Salary + New Hire Cost
- Net Increase in Revenue \$109,000.00



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Culture Change

Attract, Inspire and Welcome

- Moved from a 28 day program to an open ended program
- Staff Buy-in
- 98% of current clients have co-occurring disorders
- Individual /clinician initial rapport and relationships strengthened



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Sustain Plans

- Currently extending changes to Women's Program and Mommy and Me Program
- Change Leader has moved to Coach Position
- Continue Focus Groups Monthly
- Continue random Walk-Throughs
- QIP – Quality Improvement Process



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