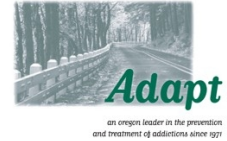


Adapt



Adapt is a non-profit provider of medical, mental health, and substance abuse services in Southern Oregon for over 35 years. We offer inpatient and outpatient treatment for behavioral health issues in three counties.

Aims

This Change Project aimed to reduce the waiting time between Oregon’s Child Welfare Program (CWP) referrals and the first treatment session.

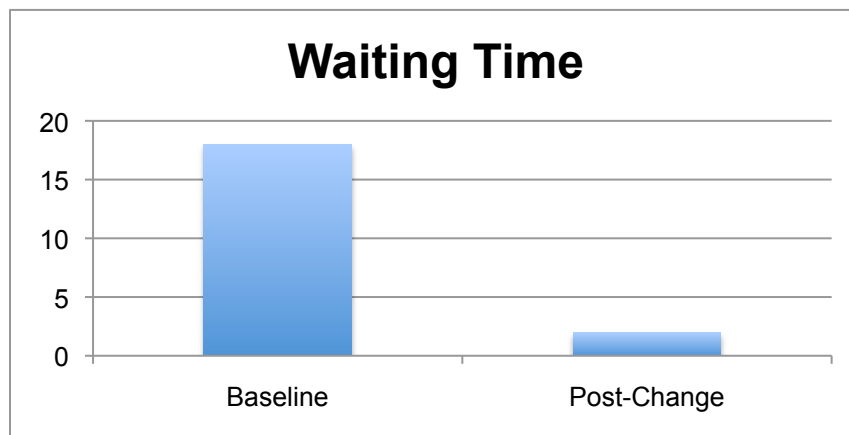
Changes

In order to reduce waiting times, we made the following changes:

- We eliminated orientation groups and created a computerized orientation process that verbally walked clients through the necessary forms.
- Clients able to come of the office were given a one-on-one orientation with a trained case manager prior to assessment.
- We streamlined paperwork by consolidating forms to increase efficiency for staff and by decreased redundant information gathering.
- We dedicated five slots for CWP clients per week. If these slots were not filled, clients waiting for a same day assessment slot could quickly fill them.
- Immediately after assessment, the client was given a preliminary group placement so that they often had their assessment and first treatment contact during the same day.

Results

As a result of these changes, we reduced the waiting time between CWP referrals and the first treatment session from 18 days to 2 days.



Clients referred from CWP are often at a critical point in the change process. By getting them into treatment quickly, we increase retention and engagement—thereby improving client outcomes.

Lessons Learned

In the course of the Change Project, we learned that improved access to treatment also improves our relationship with community partners. We also learned the value of the adage, “don’t borrow trouble.” In our meetings it was sometimes easier to see where our changes could go wrong rather than where they could go right.

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.

We have found that most clients respond favorably to the rapid intake process and feel empowered in that they have an opportunity to show accountability, stability and growth very quickly.

Next Steps

This project is in the sustainability phase. The success of this project has inspired us to spread these changes and attempt the rapid intake of all our clients, regardless of referral source.

We have also been able to spread this change to other parts of the organization. We now offer same day assessment slots to all of our clients as well as a scheduled time within the week for those that prefer a scheduled appointment.