

Family Intervention Specialist Process Improvement Initiative

Sponsored by:

Department of Children and Families

Substance Abuse Program Office

Target Audience

- Executive Sponsors
- Change Team Leaders
- Change Team Members
- Interested Persons

Objectives

- Provide FIS - STAR Project Overview
- Explain "How To"
 - Executive Sponsor
 - Change Team Leader
 - Establish A Change Team
 - Conduct A Walkthrough
 - Select an Aim
 - Collect Baseline Data
- Identify Next Steps of Project

Project Aim

- To increase the number of admissions to substance abuse services for adults involved in the child welfare system by
 - Reducing the “no-shows” for FIS appointments (assessment/service)
 - Reducing the amount of time between assessment and first service
 - Increase continuation in treatment

Why Process Improvement?

- Customers are served by *processes*
- 85% of customer related *problems* are caused by organizational processes
- To better serve customers, organizations must improve processes

Background

- Began as joint initiative
 - CSAT, RWJ, NIATx
- Provided grants FL agencies
 - CFDFL
 - SWFAS
- Implemented State Project
 - State-Provider Partnerships
 - Learning Collaborative Approach
- Continuation and dissemination

Florida STAR-SI Aims

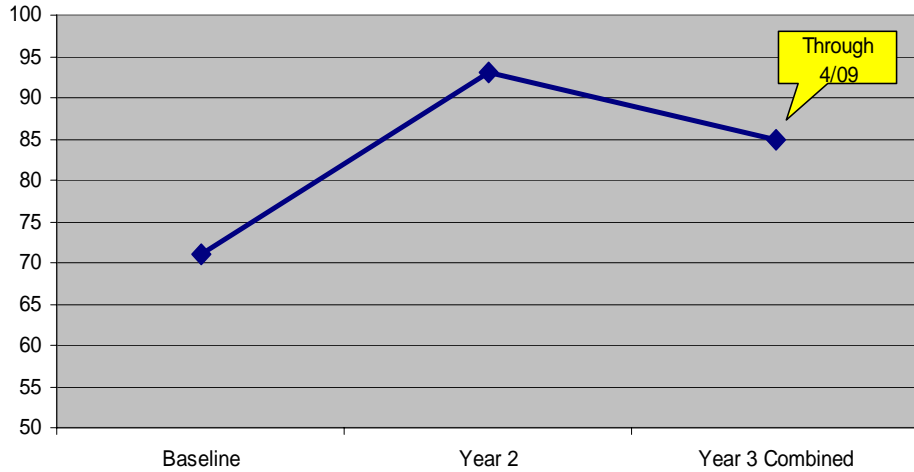
- Increase the number of persons who complete detoxification and then enter outpatient services.
- Reduce average time between initial screening/assessment and the delivery of first outpatient treatment service.
- Reduce average time between an individual's first contact for outpatient treatment and an initial screening/assessment.

Provider Successes Across the State

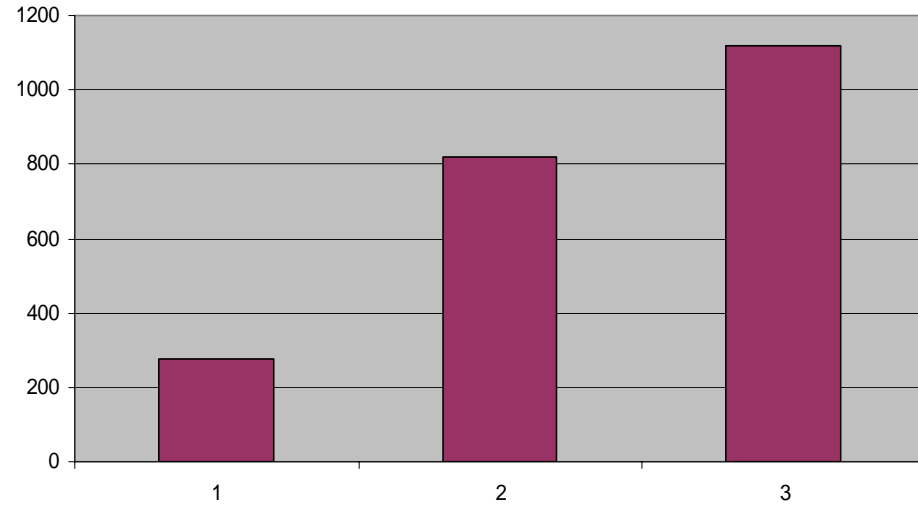
- Reduced intake paperwork by 50%
- Increased # of persons who enter outpatient treatment after detox from 43% to 67%
- Reduced no-shows for from 41% to 11%.
- Reduced wait time for first appointment from 3 weeks to 7 days
- Increased the number of persons who complete detox and enter OP by 50%
- Implemented electronic process for concurrent admissions
- Increased revenues

Florida Access and Retention

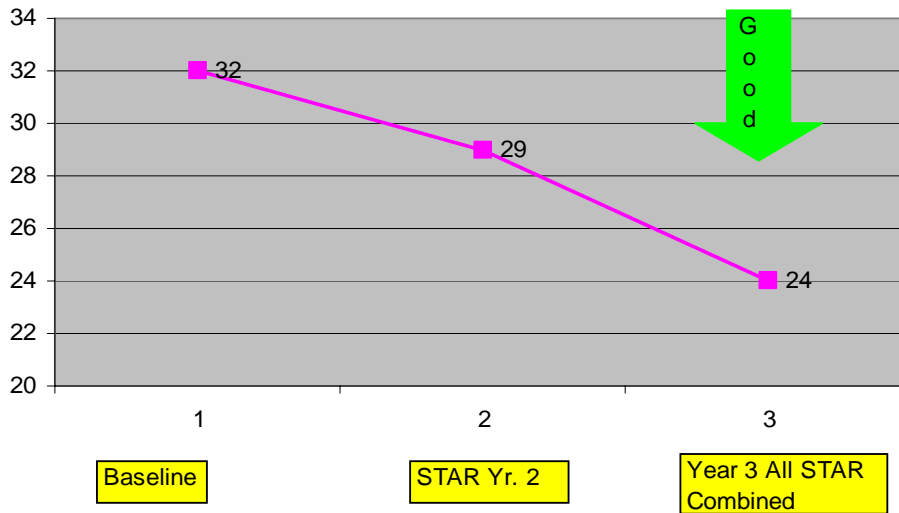
Average Number of Monthly Outpatient Admissions
STAR-SI Agencies



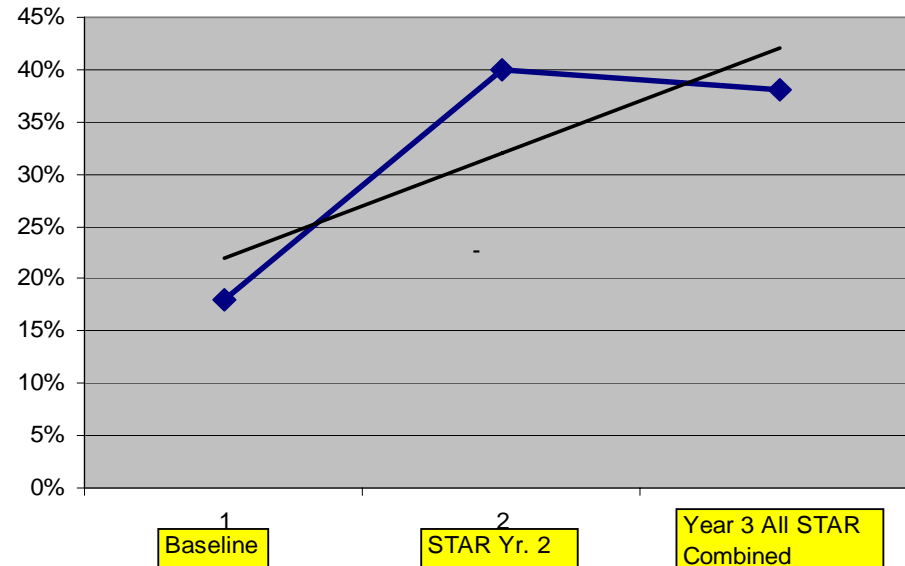
Average Units of Service Provided Monthly



Average Days Between Assessment and First OP Service



Percent of Clients Who Continue in Tx After Detox



What's Next?

- Conduct Walkthrough
 - Executive Sponsor & Change Team Leader
- Establish Change Team
- Identify Target Area for Change
- Collect Baseline
 - Whenever Possible

Attend Face-to-Face Training

- May 5 – 8:30 a.m. – 5:00 p.m.
Tallahassee, Florida
- May 11 - 8:30 a.m. – 5:00 p.m.
Gainesville, Florida
- Other Dates - TBA

Thank you!