



THE FLORIDA LEARNING SYSTEM

April 2007

Volume 1 / Issue 2

National Partners

Substance Abuse & Mental Health Services Administration



Center for Substance Abuse Treatment



Robert Wood Johnson Foundation



Florida Partners

Department of Children & Families, Substance Abuse Program Office

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Sheila Barbee, Project Director

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Process Improvement

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Melissa Silhan, Consultant



First Annual NIATx Summit held in San Antonio, Texas

*In partnership with the Substance Abuse and Mental Health Services Administration's Center for Substance Abuse Treatment and The Robert Wood Johnson Foundation, the First Annual NIATx Summit on improving **access and engagement in addiction/behavioral health treatment** was held in San Antonio, Texas, April 23-25. Over 600 people attended representing 39 states, Washington DC, British Columbia and Nepal. Twenty-nine Florida Partners attended. General sessions included a panel discussion on quality titled *Lessons from Outside the Field* and a dramatization on the effects of substance abuse on the family presented by the Improbable Players. A variety of break-out sessions were well attended and reinforced the theme of quality and process improvement. *Detailed information including PowerPoint sides and handouts from the presentations will be available on the [NIATx web site](#) soon.**

Summit Highlights



Kay Doughty, Operation Par; Bruce Hayden, Spectrum Programs; Melissa Silhan, Consultant; Rhonda Bohs, Spectrum Programs; and Minerva Bryant, River Region Human Services, check out the storyboards.

“Puttin’ on the Ritz”

Tuesday morning began with keynote speaker John Timmerman, Vice President, Quality and Program Management for the Ritz-Carlton Hotel. He described **SEVEN MYTHS OF PERFORMANCE EXCELLENCE** and ways to identify pathways and avoid pitfalls. Innovations include inspiring values, engaging employees and creating learning cycles that support a workforce that will “move heaven and earth to satisfy a customer”. Mr. Timmerman stressed that the Ritz-Carlton approach to quality can be applied to any business, including substance abuse treatment.



Storyboards from each STAR and Advancing Recovery team were on display.

H. Westley Clark, Center for Substance Abuse Treatment Director addressed the group during lunch on Monday about the importance of collaboration. On Tuesday Terry Cline, Ph.D., Director of Substance Abuse & Mental Health Services Administration shared with the group his vision for the field. He closed his session with a command to “join forces... spread the great accomplishments of NIATx.” The closing session on Wednesday was led by Frances Cotter, STAR-SI Program Director, Center for Substance Abuse Treatment.

Call to ACTION

David Gustafson, NIATx Director and John Daigle, consultant to NIATx, presented an impassioned *Charge to the Field* general session on Wednesday morning. They encouraged the audience to join the **ACTION “ADOPTING CHANGES TO IMPROVE OUTCOMES NOW” CAMPAIGN**. The 18-month initiative is set to officially launch in September of 2007. The campaign’s goal is to positively effect the lives of **55,000 people** through increased client access to and engagement in treatment through any one of three proven strategies:

- 1) providing rapid access to services
- 2) improving client engagement, participation, and continuation
- 3) better manage client transitions between levels of care.

Participants will be given technical assistance and the tools to implement the ACTION chosen by their organization. To learn more, visit www.niatx.net or contact the campaign at: campaign@niatx.net.

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Strengthening Treatment and Access Retention - State Implementation (STAR-SI) *The Sky's the Limit*

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Partners

- ★ Drug Abuse Comprehensive Coordinating Office (DACCO)
Mary Lynn Ulrey, Executive Director
Liz Harden, Executive Sponsor
Sherri Kincade, Change Leader
- ★ Lakeview Center, Inc.
Gary Bembry, CEO
Pam Kolek, Executive Sponsor
Larry Davis, Change Leader
- ★ Manatee Glens
Mary Ruiz, President/ CEO
Deborah Kostroun, Executive Sponsor
Karen Berner-Arcuri, Change Leader
- ★ Meridian Behavioral Healthcare
Richard Anderson, VP,
Executive Sponsor
Rosa West, Change Leader
- ★ Stewart-Marchman Center
Chet Bell, CEO
Toni Barrett, Executive Sponsor
Amy Schoen, Change Leader
- ★ The Village South
Richard Steinberg, CEO
Lina Castellanos, Executive Sponsor
Yalice Ramos, Change Leader

Peer Mentors

- ★ Center for Drug-Free Living
Angie Maldonado
Dr. Helen Benn
- ★ Southwest Florida Addiction Services
Kevin Lewis
Chrissy DeWerff

NIATx Coach

- ★ *Dr. Pauley Johnson*

Networks

- ★ Central Florida Behavioral Health Network
- ★ Northeast Florida Addictions Network, Inc.
- ★ South Florida Provider Coalition

IN THE NEWS

Florida Partners Visible at National NIATx Summit

Florida made its presence known at the NIATx Summit in San Antonio!

On Monday, April 23 Stephenie Colston, Director of Substance Abuse, Substance Abuse Program Office, Department of Children & Families; and Sheila Barbee, Project Director, presented a plenary session titled: **“Payer/Provider Partnership Case Studies.”** Presenting with them and sharing their experiences on stage were Maine counterparts Kim Johnson and Eric Haram. Ms. Colston described the Florida Learning System to the group and the vision she has for the future of treatment service delivery in Florida.

★ ★ ★ ★ ★

On Tuesday morning, Sheila Barbee and DeAnn Decker, Bureau Chief for Substance Abuse Prevention & Treatment, Iowa Department of Health discussed **“Using Peer Mentors to Spread Practice: Tips & Lessons”.**

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Stephenie Colston and Sheila Barbee teamed up with David Gustafson, NIATx Director and Paul Roman, Research Director at the University of Georgia to present the workshop **“Advancing Recovery Update: A Report from the Field”.**

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On Wednesday Kevin Lewis, Executive Director of Southwest Florida Addiction Services (and one of our Peer Mentors) presented a workshop titled **“The Change Team: Key Ingredients in the Recipe for Success.”** Angie Maldonado with The Center for Drug-Free Living (and also one of our Peer Mentors) presented a session on **“Leading Effective Change Teams”** with David Moore, Director of Quality Improvement for The Fayette Companies.

PROCESS IMPROVEMENTS

NIATx Summit Provides Planning Time

The NIATx Summit opened with a Pre-Summit Meeting for both Advancing Recovery and STAR grantees. Groups were divided by initiative for workshops throughout the day and came together for general sessions.

The Florida STAR-SI partners met at the end of the day for a planning session facilitated by our NIATx Coach, Pauley Johnson. Discussion centered around the spread of NIATx to others. Providers discussed their aim and progress they have experienced. We addressed how we plan to recruit 5 new treatment partners for year-two of the project. New partner recruitment and training were also topics discussed during the meeting.



Michelle Phillips, Chrissy DeWerff and Janice Cook, SWFAS partners (right) enjoy a break at the NIATx Summit.

SEEKING STAR-SI PARTNERS FOR YEAR TWO

- ★ Become More Effective
- ★ Become More Efficient
- ★ Benefit from the experience of other professionals

The Department of Children & Families, Substance Abuse Program Office and FADAA are seeking additional substance abuse treatment program sites to participate in year 2 of the STAR-SI Program.

This is a fabulous opportunity for your program to benefit from the NIATx Process Improvement Model. For more information contact Polly Ryan @ pryan@fadaa.org.

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Advancing Recovery... Leading the Way

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*Purpose:
To develop and implement
administrative and
clinical system
improvements at provider
and state levels to
facilitate the successful
utilization of selected
categories of evidence-
based practices for
addiction treatment.*

Partners

- ⇒ **Operation PAR**
Nancy Hamilton, CEO
Kay Doughty, V.P. of
Family and Community
Services
- ⇒ **River Region Human
Services**
Derya Williams, CEO
Minerva Bryant VP,
Clinical Operations
- ⇒ **Spectrum Programs/
Miami Behavioral
Health Center**
Bruce Hayden, CEO
Rhonda Bohs, V.P. of
Research Development

Coaches

- State Coach**
⇒ Colette Croze
Private Consultant
- Provider Coach**
⇒ Michael Boyle
President/CEO Fayette
Companies

IN THE NEWS

FDA APPROVES VIVITROL

On April 13th, 2006 the United States Food and Drug Administration approved the use of Vivitrol for the treatment of alcoholism in patients who are not actively drinking at Vivitrol initiation. Vivitrol is a once a month injectable extended release medication to be used in conjunction with psychosocial support. Approval was based in part on a six month, double-blind placebo-controlled randomized 3-phase study of alcohol dependent outpatient clients that showed that Vivitrol, in conjunction with psychosocial support, resulted in a greater reduction of heavy drinking (defined as five or more drinks per day) than psychosocial supports alone. Source: <http://www.alkermes.com/>

EVIDENCE-BASED PRACTICES

What's Happening Now?

At **Operation PAR, Inc** eight clients are receiving Vivitrol injections in conjunction with their normal counseling sessions. The cross department change team continues to evolve its processes and protocols to reflect the experience of the clients.

Spectrum Programs, Inc./Miami Behavioral Health Care identified Hispanic adults as their target population. Over the last few months, 32 staff were trained on Vivitrol and develop a medication protocol. Four clients started Vivitrol in April.

River Region Human Services currently has seven clients receiving Vivitrol. Over 130 staff members received training on Vivitrol. The first cohort of recipients started the medication-assisted treatment in January. The two clients in this group have now received three injections. To date, only one patient who was offered the treatment declined.



Advancing Recovery Partners meet during team time. (right)

WEBINAR: Recovery Case Management

On April 20, 2007, Genie Skypeck, Ph.D., psychologist, consultant and educator presented a web-based workshop on core competencies for case managers who provide services to individuals with severe mental illness and co-occurring disorders. Dr. Skypeck's recommendations are within the framework of the Recovery Model and competencies include:

- ⇒ being hope inspiring: belief that recovery is possible and linking the client to recovery resources,
 - ⇒ being curious: regarding strengths and assets, what the client wants and what is needed to get it and,
 - ⇒ utilizing a strength-based approach.
- Specific examples of strength-based assessment and planning were included in this informative presentation.

To view this and other past webinars visit fadaa.org

Five Key Principles of the NIATx Model

- 1 - Understand and involve the customer
- 2 - Fix key problems (that keep the CEO awake at night)
- 3 - Pick a powerful change leader
- 4 - Get ideas from outside the organization or field
- 5 - Use rapid cycle testing

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