



THE FLORIDA LEARNING SYSTEM

December 2007

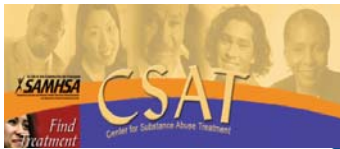
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National Partners

Substance Abuse & Mental Health Services Administration



Center for Substance Abuse Treatment



Robert Wood Johnson Foundation



Florida Partners

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In The News

The Role of NIATx Coaches Explained

Ally Evans, NIATx Program Manager and Provider Coach from the Advancing Recovery National Program Office, took some time to explain the role of the coach in the NIATx process. According to Ms. Evans, all NIATx programs feature a technical assistance component that includes process improvement coaching. Coaches come from various backgrounds, and have varying experience in process improvement, industrial engineering, healthcare consulting, and substance abuse treatment systems.

In the Advancing Recovery (AR) initiative, coaches guide grantees in using system redesign strategies to increase the use of selected evidence-based practices (EBPs). The coach's primary role is to instill in grantees the ability to design, implement, and sustain system changes, rather than provide them with the answers. The desired outcome of the coaching function is that grantees will have the mindset and skills they need to arrive at new solutions on their own after the grant has ended. Coaches ultimately act as capacity-builders and skill-developers.



Colette Croze, Florida's State Coach and Mike Boyle, Florida's Provider Coach

Each Advancing Recovery grantee works with a coach team, comprised of a state/payer coach and a provider coach. These coaches work together with the grantee's Project Steering Team to facilitate coordination and communication between the state and provider arms of the project. This support takes place through regular teleconferences with the change project lead combined with face-to-face site visit meetings. Coaches encourage grantees to create linkages with other suitable organizations to promote the implementation of evidence-based practices (EBP). They also guide grantees regarding the use of system changes that can be put into practice in a short time frame, leading to improved proximal outcome(s) and increased EBP use. To meet the goals of the project, coaches assist grantees in the following tasks:

- ◆ forming the AR Project Steering Team;
- ◆ developing achievable and meaningful improvement objectives;
- ◆ identifying system changes to meet those objectives;
- ◆ designing and implementing short and long-term data measurement strategies to monitor use and retention of EBPs;
- ◆ ensuring that the project integrates the customer and recovery community input
- ◆ brokering relationships with peers to encourage learning; and,
- ◆ timely completion of project planning and progress reports, such as the charter, action plan, data plan, quarterly report, and annual report.

Mission: This newsletter is designed to share information, findings, resources and lessons learned from two state-wide partnership practice improvement initiatives.

Strengthening Treatment Access and Retention - State Implementation (STAR-SI)

The Sky's the Limit

December 2007

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Partners Year One

- ★ Drug Abuse Comprehensive Coordinating Office (DACCO)
Tampa
- ★ Lakeview Center, Inc.
Pensacola
- ★ Manatee Glens Corporation
Bradenton
- ★ Meridian Behavioral Healthcare
Gainesville
- ★ Stewart-Marchman Center
Daytona Beach

Year Two

- ★ A.C.T.S.
Tampa
- ★ Gateway Community Services
Jacksonville
- ★ Harbor Behavioral Health Care
New Port Richey
- ★ LifeStream Behavioral Center
Leesburg
- ★ The Village
Miami

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 Process Improvement Webinars

On November 27th, Todd Molfenter, Ph.D, Deputy Director of NIATx and Pauley Johnson, Ph.D, NIATx Process Improvement Coach, presented *Process Improvement 101*. The web-based training was attended by over 50 professionals and was packed with information on process improvement.



Dr. Todd Molfenter

Dr. Molfenter opened the session with a question: Why Process Improvement? His answer:

- ◆ customers are served by *processes*;
- ◆ 85 percent of customer-related *problems* are caused by processes; and
- ◆ you must improve your processes to better serve *customers*.

Why do we need organizational change was the next question posed and answered.

- ◆ Small changes do increase *client satisfaction*.
- ◆ Satisfied clients are more likely to show up & *continue their treatment*.
- ◆ More clients in treatment make your work *more rewarding*.
- ◆ More admissions and fewer drop-outs improve the *bottom line*.

In the second half of the session, Dr. Johnson explained how to establish a change team, rapid cycle testing and *plan-do-study-act*.



Dr. Pauley Johnson

Florida is fortunate to have Dr. Johnson as our State STAR-SI NIATx Coach. We appreciate Pauley and Dr. Molfenter.

On December 13th, Jay Ford, Ph.D, Technical Director, NIATx National Program Office, presented *Measuring the Impact of Change: The Role of Data in Process Improvement*. Over 40 treatment professionals from around Florida were in attendance. "Why measure change?" was the question posed by Dr. Ford. He indicated that measuring change enhances process improvement by identifying which changes work, learning which changes resulted in improvement, and understanding which changes resulted in the most significant improvement.

Dr. Ford also explained his 7 *Simple Rules of the Road*:

1. Define Measures
2. Collect Baseline Data
3. Establish an Aim
4. Consistently Collect Data
5. Avoid Common Pitfalls
6. Report and Chart Progress
7. Ask Questions



Dr. Jay Ford

Dr. Ford recommends you **stay out of the quicksand** - don't collect too much data, don't focus on too many measures and don't get trapped in analysis paralysis.

Both of these process improvement webinars are available for viewing at www.fadda.org

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Advancing Recovery... *Leading the Way*

December 2007

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IN THE NEWS EVIDENCE-BASED PRACTICE

Groundbreaking Consensus

In September of 2007, the National Quality Forum (NQF) published a set of voluntary consensus standards for the treatment of substance use conditions. Developed with the support of the Robert Wood Johnson Foundation, the project's intent was to promote the adoption of NQF endorsed evidence based-practices by focusing on practices with the strongest evidence that are most likely to significantly impact on improving care. The National Quality Forum is a non-profit membership organization established in 1999 to develop and implement a national strategy for healthcare quality measurement and reporting. The endorsement of these standards by NQF's 365+ members represents the first time the field has achieved consensus regarding the treatment of substance use conditions.

The eleven standards are grouped into four domains:

- ⇒ Identification of Substance Abuse Conditions
- ⇒ Initiation and Engagement in Treatment
- ⇒ Therapeutic Interventions to Treat Substance Abuse Illness
- ⇒ Continuing Care Management of Substance Abuse Illness.

Each endorsed practice includes: additional specifications, targeted outcomes, to whom it should be applied, who should perform it and in which settings. According to Janet Corrigan, Ph.D. NQF President and CEO, "NQF believes these standards will accelerate the use of effective, evidence-based treatments".

For more information see: <http://www.qualityforum.org/pdf/reports/sud/sudexesummary.pdf>

What's Happening Now?

Motivational Incentives (AKA Contingency Management) Lead to Increased Client Retention

Promoting Awareness of Motivational Incentives (PAMI), part of the National Institute on Drug Abuse (NIDA)'s Blending Initiative is a multi-part resource for substance abuse treatment providers. [Successful Treatment Outcomes Using Motivational Incentives in Addiction Treatment](#) contains a very informative 10-minute video, sample policy and procedures, fundraising ideas, forms for clinicians including tracking sheets and recording documents. Also available are ready-to-go PowerPoint presentations that can be used to "sell" the idea of Motivational Incentives to executives and boards.

Check it out at: http://nattc.org/pami/pami_home.html

CBS 60 Minutes: Prescription for Addiction

Aired on December 10, 2007, this thirteen and a half minute segment is about **Prometa**. Touted as a new treatment for addictions, especially to methamphetamine, however some doctors say its claims are unverified, even though addicts and other doctors say it works. Watch this interesting segment at: http://www.cbsnews.com/sections/i_video/main500251.shtml?id=3596421n

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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

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- ⇒ **Provider Coach**
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