



THE FLORIDA LEARNING SYSTEM

January 2008

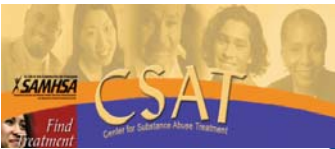
Volume 11 / Issue 4

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

Join the ACTION Challenge

SAMHSA Administrator Terry Cline Ph.D., said, "All too often people with a substance use problem do not get the help they need because of barriers to treatment. The ACTION Campaign is designed to help ensure treatment services are available, responsive, and ultimately make a difference."

The ACTION (Adopting Changes to Improve Outcomes Now) Campaign aims to challenge 500 treatment agencies nationwide to implement one of several simple changes in their treatment operations over an 18-month period. Currently, nearly 33 percent of those who receive addiction treatment drop out of the programs.

"Based on previous research, just one small improvement in each of the 500 agencies as proposed by NIATx is expected to make a difference in the lives of 55,000 people," said H. Westley Clark, Director, CSAT. We are already witnessing very favorable results in the NIATx pilot sites," he added.

Join in on the topic focused conference calls held each month on Access, Engagement and Transition.

For details on how to participate in these conference calls *and* join the ACTION Challenge go to: www.ACTIONcampaign.org

What Works in Substance Abuse Treatment?

The National Quality Forum, with the support of the **Robert Wood Johnson Foundation**, convened a panel of experts to begin defining and prioritizing evidence-based practices for the treatment of Substance Use Disorders (SUDs). Participants concluded that seven core practices are sufficiently supported by scientific evidence to warrant widespread implementation:

1. **screening** of all patients in general and mental health settings for alcohol misuse;
2. **Initial Brief Intervention** by a trained healthcare professional for all patients with a positive screen;
3. **prescription** (written) for each patient diagnosed with a SUD, which includes the duration and quantity of specific services;
4. evidence-based **psychosocial interventions** for those referred to specialty substance abuse services. {Studies have shown the following interventions to be effective when implemented by trained clinicians: motivational interviewing, motivational enhancement therapy, cognitive behavioral therapy, structured family and couples therapy, contingency management and 12 step facilitation therapy};
5. **pharmacology** should be considered for all patients diagnosed with alcohol or opioid dependence, in conjunction with psychosocial treatment;
6. overall, **retention and engagement** are important and can be affected by provider actions;
7. **recovery management** (long-term, ongoing care management) for all patients with SUDs.

Members agreed the evidence suggests the following practices are ineffective and should not be part of routine care:

- ⇒ As stand alone treatments: acupuncture, relaxation therapy, didactic group education, biological monitoring of substance use or detoxification for dependence;
- ⇒ Individual psychodynamic therapy;
- ⇒ Unstructured group therapy;
- ⇒ Confrontation as a primary treatment approach;
- ⇒ Discharge from treatment due to a relapse.

For complete article see: <http://www.qualityforum.org/pdf/projects/sud/txsudwebpublic.pdf>

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

January 2008

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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
- ★ Family Resource Center Miami
- ★ Gateway Community Services Jacksonville
- ★ Harbor Behavioral Health Care New Port Richey
- ★ Jackson North Miami
- ★ 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
- ★ Northeast Florida Addictions Network, Inc.
- ★ South Florida Provider Coalition

In The News

Year Two Providers Begin Process Improvements

Great things are happening at substance abuse provider agencies throughout Florida—thanks to STAR-SI. The year two STAR-SI providers have begun the process designed by NIATX to determine which of the four aims they will tackle.

- ◆ Reduce waiting time between first request for service and first treatment session.
- ◆ Reduce the number of patients who do not keep an appointment (no-shows).
- ◆ Increase admissions to treatment.
- ◆ Increase continuation from the first through the fourth treatment session.

Sites have completed walkthroughs with some interesting results. LifeStream Behavioral Center in Leesburg conducted their walkthrough beginning with the phone-in contact and through the entire admissions procedure. As a result, they have determined they want to improve the comfort of their facility for clients, provide a more private space for staff to discuss financial details with clients and to improve the overall warmth of the experience for clients. Their primary goal is to increase show rate of intakes into substance abuse outpatient program. They also identified a need for a better orientation for applicants and found that some of the paperwork was confusing. Steve VanGelder, Change Team Leader reports they have divided their team into an Operating Workgroup which meets weekly and a Steering Committee comprised of upper management which meets bi-monthly. Steve attends both meetings and finds it a good way to keep everyone updated. Sounds like LifeStream is off to a great start!



The LifeStream STAR-SI Team, from left: Kyleen Fisher, Tim Camp and Steve Van Gelder.

STAR-SI Annual Meeting

STAR-SI Annual Meeting will be held in Bethesda Maryland, February 13–15. The meeting agenda includes sessions on Building Provider Success, Sustainability, Performance Management Model Building and a panel discussion on State Changes to Improve Access & Retention. For more information see: <http://www.niatxmeetings.org/>
Watch for highlights from the meeting in the next Florida Learning System newsletter.

Save the Date

The NIATx Summit and the SAAS National Conference are joining together for single conference in Orlando at the Buena Vista Resort, June 22-25.

More information about the conference: *Collaborative Magic: Inspiring Leaders, Forging Tools for Organizational Excellence* can be found at niatx.net and saasnet.org.

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Advancing Recovery... *Leading the Way*

January 2008

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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**
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- ⇒ **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

Plan-Do-Study-Act in Action

When **Spectrum Programs and Miami Behavioral Health Center's Advancing Recovery Team** noticed their residential Vivitrol consumers were not returning for outpatient services from discharge date, it was necessary to make some quick positive changes. The Plan-Do-Study-Act (PDSA) change cycle was studied to understand and follow the appropriate steps. Some members of the Change Team attended a PDSA training sponsored by South Florida Provider Coalition held at Camillus House and then shared that information with the rest of their team. Rhonda Bohs, PhD, Vice President of Research and Advancing Recovery Team Leader at Spectrum Programs, Miami Behavioral Health said the most pertinent information is the need for client handoffs and to acknowledge the responsibility a team has for a client who does not complete the appropriate treatment; it is never the client's fault. Therefore, the change team realized they had to work as a system in order to be helpful to all their clients.



Dr. Rhonda Bohs

The vital part of the system was to meet on a bi-weekly basis, at least for the first few months, in order to establish effective communication and to ensure a noticeable change. The team decided to meet at the same time and place every two weeks. Another important aspect was to include all staff members who touched each client throughout the process. All staff members were included in meetings and e-mails, and were validated in making protocol decisions so they understood how important they were in the process. In order to reward all of the team members for their hard work and compliance, a special lunch was provided once a month during our Change Team meetings sponsored by our pharmaceutical representative who was also included in our Change Team.

After having all the team members together the team realized it was also important to include one perspective no one else would ever have. Therefore, in order to recognize what barriers were being faced by consumers, and to be of service to them, the Change Team decided it would be important to have one of the consumers in the meeting. During the meeting the consumer voiced her opinion about the medication and what would be necessary for her to continue the medication assisted treatment after she completed residential. Her importance during the meeting was highlighted and she was acknowledged as an "expert" regarding medication assisted treatment.

Dr. Bohs reports that through the PDSA change cycle process, Spectrum Programs, Miami Behavioral Health Advancing Recovery Change Team overcame obstacles by establishing direct communication with the members involved in the process. "As a result our **consumer retention rates have improved** in the past month", states Dr. Bohs. "And in order to continue succeeding, our communication has to strengthen so our second evidence-based practice can be on track. All our staff members have worked hard as a team and therefore our consumers have benefited."

For more information on Plan-Do-Study-Act, go to <https://www.niatx.net/Content/ContentPage.aspx?NID=34>

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