



THE FLORIDA LEARNING SYSTEM

July 2008

Volume II / Issue 10

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

- *Stephenie Colston, Executive Sponsor*
- *Sheila Barbee, AR/STAR-SI Project Director*
- *Ximena Johnson, STAR-SI Administrative Assistant*



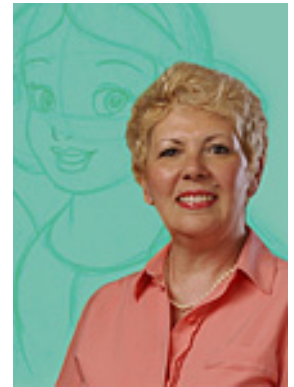
Florida Alcohol & Drug Abuse Association

- *Mark Fontaine, Executive Director*
- *Polly Ryan, Project Coordinator*
- *Melissa Silhan, Consultant*



Disney Institute at the NIATx Summit

The National Institute to Improve Addiction Treatment (NIATx) stayed true to its guideline to “get ideas from outside the organization/field: learn from the success of others”. At the NIATx Summit, held in Orlando, June 23-25, they called on the Disney Institute to present a plenary session on *Quality Service*. “Highlighting the vision and ideals of Walt Disney, Disney Institute is a recognized leader in experiential training, leadership development, benchmarking and cultural change for business professionals across the globe.”



Mary Flynn, Disney Institute Facilitator

Mary Flynn, Disney Institute Facilitator, presented a lively, interactive session which pointed out the goals and challenges that Disney and other service provider share. According to Ms. Flynn, Disney’s definition of quality service is to exceed guest expectations and to pay attention to detail. She also explained there is a “business case” for everything we do.

Her challenge to service providers is to look to the north, west, south, and east to find the key to quality service.

Nneeds: What are your customers needs?

Wwants: What are your customers wants?

Stereotypes: What stereotypes can you use to anticipate your customers needs & wants ?

Emotions: How can you connect with your customers emotions?

More information can be found at www.disneyinstitutue.com.

SUBSTANCE ABUSE TREATMENT AGENCIES INVITED TO JOIN YEAR III OF STAR-SI NATIONAL PRACTICE IMPROVEMENT INITIATIVE

Strengthening Treatment Access and Retention - State Implementation (STAR-SI) grants, funded by the Substance Abuse and Mental Health Services Administration’s (SAMHSA) Center for Substance Abuse Treatment (CSAT) and the Robert Wood Johnson Foundation, were awarded to seven states in 2007. This three-year initiative builds upon the work of the Network for the Improvement of Addiction Treatment, (NIATx). The goal is to test process improvement methods to improve substance abuse treatment access and retention in outpatient treatment. Florida STAR-SI focuses on three outcomes:

- 1) Reduction in time between initial contact and screening/assessment;
- 2) Reduction in time between initial screening/assessment and outpatient counseling;
- 3) Increase admissions to outpatient counseling of persons completing detox.

If you are interested in joining STAR-SI, please contact Polly Ryan, 850-878-2196 or at pryan@fadaa.org

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

The Sky's the Limit

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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 Community Mental Health Center
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

Cirque du Soleil Entertains at NIATx Summit

The SAAS Conference/NIATx Summit on June 24th in Orlando was the setting for a **Team Building** plenary session presented by Cirque du Soleil. Character actor Madam Zazou has been with Cirque du Soleil since its inception in Montreal. The madam graced the stage and served as moderator of a panel of Cirque du Soleil executives as they discussed how they incorporate team building into every aspect of their company.

Meggan Riley, Social Action & Responsibility Coordinator, Resident Shows Division with Cirque de Soleil, has been working with the Center for Drug Free Living in Orlando for eight years. Ms. Riley coordinates the Cirque du Monde, which uses circus arts as a tool for social change in the lives of the youth the company serves. Angie Maldonado, Center for Drug Free Living (CDFL) and STAR-SI Peer Mentor, explained that Cirque du Monde sends two trainers weekly to CDFL to work with a group of clients in the adolescent residential treatment program. The kids who work with the Cirque have volunteered to get involved and spend four months in training. To expose clients working with the Cirque to an actual show, they also get to see two or more Cirque du Soleil performances while working with trainers. At the end of the four-month training, the clients put together a cirque show of their own and invite parents to attend.



*Madam Zazou and Angie Maldonado
at the NIATx Summit in Orlando*

Ms. Maldonado says “CDFL is so fortunate to have Cirque working with our young clients. It is one example of how we look to the community to enhance services to our clients.”

Process Improvement Webinar

On June 26th the Florida Alcohol and Drug Abuse Association (FADAA) hosted the fourth in a series of Process Improvement webinars sponsored by the Department of Children & Families, Substance Abuse Program Office. **Planning for Productivity—Less Stress, More Success** was presented by Pauley Johnson, Ph.D., Process Improvement Coach.

Dr. Johnson took a detailed-oriented and practical approach and explained to the 50-plus people in attendance, a method for processing information and requests that is based on taking action quickly and referencing needed material in easily accessible ways. Dr. Johnson shared some helpful tips on processing the “in basket” and organizing lists, emails and projects.

This webinar, and all FADAA training webinars, are archived and available to view at www.fadaa.org

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Advancing Recovery... *Leading the Way*

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IN THE NEWS ASAM SUPPLEMENT

*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
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Derya Williams, CEO
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- ⇒ **Spectrum Programs/
Miami Behavioral
Health Center**
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Research Development

Coaches

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

On April 28th, 2008, the American Society of Addiction Medicine (ASAM) distributed a draft supplement to the ASAM Patient Placement Criteria on Pharmacotherapies for Alcohol Use Disorders at their Annual Medical Scientific Conference in Doral, Florida. Distributed at this time for field review and comment, input and involvement from the field is seen as essential to ensuring that the supplement serves as an effective tool.

According to Gerald Shulman, MA, MAC, FACATA, one of four authors of the supplement, **Medication Assisted Treatments** are one of three major developments that will change the nature of what we do in addiction treatment. According to Shulman, "Statistics show that within one year, 80% of those who receive treatment will be drinking again. Alcohol is a disease and it is a disease of the brain. In the past, we have focused on the thinking and reasoning part of the brain (cortex). With MAT, we can now also target the part of the brain that generates drives (limbic system) identified with cravings." With the publication of the supplement, ASAM hopes to provide timely access to the field with information on the use of these new medications.

Kay Doughty, VP, Family and Community Services at Operation PAR, Inc., was a field reviewer and had this to say: "The new ASAM supplement for pharmacotherapy for alcohol dependence is a phenomenal resource for practitioners. The format is designed to facilitate placement, referral and, most especially, effective treatment planning."

The supplement itself will address ASAM dimensions 1 (Intoxication and Withdrawal) and Dimension 5 (Relapse/Continued Use Potential) and includes some case examples. There is no projected publication date at this time, but those interested can look for upcoming information at:

<http://www.asam.org/PatientPlacementCriteria.html>

What's Happening Now? Satisfaction Surveys

Understanding the customer is one of the core tenants of the NIATx process improvement model. With input from other members of the Florida Advancing Recovery team, Chris Weller, Government Operations Consultant, Substance Abuse Program Office, developed two surveys to assess Advancing Recovery client satisfaction with both **vivitrol** and concurrent psychosocial treatments. Distributed at the three AR provider sites, the first survey is administered after injection 2 and the second after injections 4, 5 and 6. Based on 48 surveys (94% response rate), results below are on a scale of 1-5, with 5 being strongly agree and 1 strongly disagree.

Survey 1

Medication side effects manageable: 4.4
 Recommend medication to others: 4.4
 Satisfaction with counseling: 4.6
 Recommend counseling to others: 4.9

Survey 2

Urge to drink is less with injection: 4.9
 Medication is significant factor in recovery: 4.9
 Satisfaction with counseling: 4.9
 Tried other forms of MAT previously: 1.8

Clearly those who continue the **vivitrol** protocol find it beneficial to their recovery. With 45% of AR clients receiving 3 or more injections, the second Advancing Recovery evidence-based practice is focusing on continuing care as a means to enhance client retention.

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