



THE FLORIDA LEARNING SYSTEM

June 2009

Volume III / Issue 9

National Partners

Substance Abuse & Mental Health Services Administration



Center for Substance Abuse Treatment



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*
- *Christina Catledge*



Florida Alcohol & Drug Abuse Association

- *Mark Fontaine, Executive Director*
- *Polly Ryan, Project Coordinator*



FOCUSING ON SUSTAINABILITY Life Beyond The STAR-SI Grant

It's hard to believe we are in the third and final year of the STAR-SI grant. Where has the time gone? One thing is certain, it has been time well spent. We have seen significant process improvements throughout the state, and we are well on our way to better serving our customers in Florida. And, though the grant will come to an end soon, the end is really just the beginning.

In an effort to promote sustainability and take Florida well beyond the grant period, the State is developing a proposal that includes plans to continue to implement process improvements, and further develop its learning collaborative. A collaborative that achieves a solid substance abuse performance management and improvement infrastructure that:

- Strengthens client access and retention services
- Increases the efficiency of services
- Supports statewide initiatives

Success in sustaining will require a cohesive effort by state representatives, coaches, peer mentors, and providers. To begin with, four representatives from Florida have been trained at the NIATx Coaching Academy to assist providers with the continuation of STAR-SI change teams, and to recruit new providers.

These coaches are:

Larry Allen, Central Florida Behavioral Health Network, Inc.
Sheila Barbee, Florida Department of Children and Families
Rick Hankey, Lifestream Behavioral Center
Angie Maldonado, Center for Drug-Free Living

Additionally, each coach will focus on a specified region of the state: Sheila Barbee – Northwest; Rick Hankey – Northeast; Larry Allen – Southwest; and Angie Maldonado – Southeast.

Further, means of support outlined in the plan to sustain include: conducting monthly and quarterly phone conferences for providers, holding face-to-face meetings and learning sessions, and offering webinars on various process improvement topics (that provide CEUs).

To learn more about the State Plan for Sustainability, contact Sheila Barbee, Department of Children and Families Performance Management & Improvement Director at: Sheila_Barbee@dcf.state.fl.us

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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

Year Three

★ Bayview Center
Miami

★ The Centre for Women
Tampa

★ Coastal Behavioral Healthcare
Tampa

★ Drug Abuse Treatment Association (DATA)
Jupiter

★ River Region Human Services
Jacksonville

★ Sutton Place Behavioral Health
★ Yulee

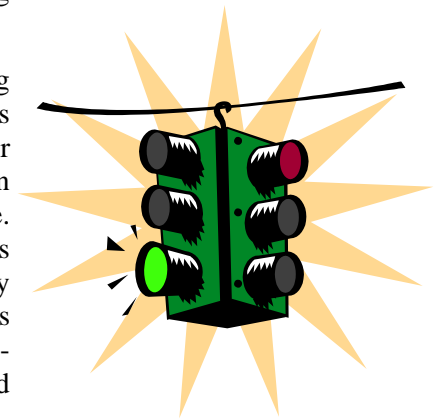
★ Tri-County Human Services
★ Lakeland

Green Means Go at Bayview Center

Bayview Center in Miami continues to make significant progress toward their STAR-SI goal to reduce the average wait time for clients requesting outpatient services. “Green Means Go” is the title of their project as they use data to show the business case results of each change they make toward their goal.

Chief Compliance Officer at Bayview, and Change Team Leader, Arnie Harrison, reports for their first change cycle the team chose to utilize qualified interns to augment full-time clinical staff to conduct intake/assessment interviews. The results were a dramatic drop in wait time from 32 days to 8 days! The team then moved toward implementing reminder phone calls which proved to reduce their no-show rate allowing Bayview to increase service units from 30% to 40%, increasing the number of clients served, and increasing revenues.

In an effort to reduce the time spent by clinical staff filling out forms during the face-to-face assessment, the team is examining all the potential ways to have clients come to their intake session with completed forms in hand. Mr. Harrison reports the team has decided to utilize the company web site. They plan to add a “New Client Orientation” tab to access forms and guide clients through the intake process. They will also be offering a “monetary” incentive for those clients who show up with completed forms. In true rapid-cycle-change fashion, the team will push forward. We look forward to hearing more about the progress of “Green Means Go!”



The Upside of So-Called Failures

The great American inventor, Thomas Edison, had an interesting perspective on failure. His response to the idea that he had failed after 10,000 unsuccessful attempts to develop a storage battery is now a famous quote: “I have not failed. I've just found 10,000 ways that won't work.”

Edison saw the upside of his so-called failures – the *results*. He gained valuable knowledge and insight into what didn't work, and he proceeded accordingly. He never gave up.

In a similar way, as your change team works on improving processes by “testing” in PDSA cycles, keep in mind that one of the key objectives in the NIATx Change Model is to learn from the ideas that work, *in addition to those that do not*.

Sometimes a good change idea will have little to no affect on the desired outcome when tested. That's okay. It's part of the process. Learn from the results and keep moving forward.

Peer Mentor, Kevin Lewis, Executive Director of Southwest Florida Addiction Services, reminds us that “*In looking at what we do, many times our best lessons learned are not from our successes. Often our 'failed' efforts are what pave the way to future successes, and we have to travel the entire path to get to our ultimate destination.*”

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...More About the Florida Learning System

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Networks

Central Florida Behavioral Health Network

South Florida Provider Coalition

Peer Mentors

Angie Maldonado
The Center for Drug-Free Living

Kevin Lewis
Chrissy DeWerff
Southwest Florida Addiction Services

Larry Allen
Central Florida Behavioral Health Network

Mari Alschuler
Jackson North Community Mental Health Center

Rosa West
Meridian Behavioral Healthcare

Laura Narado
South Florida Provider Coalition

Rick Hankey
Lifestream Behavioral Center

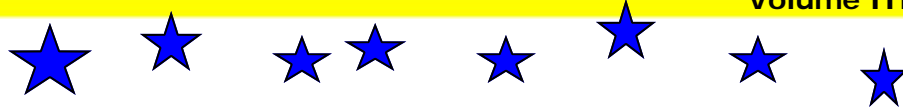
Benny Haimovitz
Sapir Schwartz
The Harbor Behavioral Healthcare

Elyse Dermer
The Village South

Sherrri Kincade
DACCO

State Coach

Dr. Pauley Johnson
NIATx



Veteran STAR-SI Partners

Year-one STAR-SI provider **Drug Abuse Comprehensive Coordinating Office (DACCO)** in Tampa has never stopped using the STAR-SI model. Sherrri Kincade, Vice President of Outpatient Services and STAR-SI Peer Mentor, reports that even after finishing with the grant, DACCO has fully adopted the rapid change cycle model as their agency QI model. According to Ms. Kincade, DACCO uses change teams regularly to address process improvements in their outpatient programs and even used a member of the original change team to lead a team on paperwork reduction for the residential program.

Coming Up Next...

Look for these topics and more in the next issue of the Florida Learning System:

- Propelling Change in the Substance Abuse Service System – Transforming Systems
- Medication Assisted Treatment – Florida Advancing Recovery Results

Upcoming Events

2009 NIATx Summit & the SAAS Annual Conference

July 29 – August 1, 2009

JW Marriott Starr Pass Resort & Spa, Tucson, Arizona

www.saasniatx.net

2009 FADAA Annual Conference

Turning Hope into Action: Innovation and Inspiration

August 12-14, 2009

Hilton Walt Disney World, Orlando, Florida

<http://conference.fadaa.org>

2009 FCCMH Conference

Past, Present, Future – Leading the Way

September 2-4, 2009

Boca Raton Resort & Club, Boca Raton, FL

www.fccmh.org

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