



# THE FLORIDA LEARNING SYSTEM

May 2009

Volume III / Issue 8

## 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*



## TELLING YOUR STORY

The Network for the Improvement of Addiction Treatment (NIATx), has made popular the use of storyboards to showcase successful change projects.

Storyboards were a hot topic at the March 2009 Florida Learning Session in Orlando where Strengthening Treatment Access and Retention – State Implementation (STAR-SI) provider agencies displayed some of their most creative and informative storyboards to date. In fact, they were so impressive that Andy Quanbeck, STAR-SI Data Coordinator from NIATx National Program Office in Madison, Wisconsin stated: "The excellent work presented in the storyboard session testifies to the fact that the Florida STAR-SI initiative really "gets" process improvement. Across the board, providers highlighted projects conducted with a high degree of fidelity to the NIATx model that produced impressive results."

Dr. Cheryl LaFlame, Director of Clinical Services at Coastal Behavioral Healthcare, Inc. was able to incorporate all the essential elements into her Change Team's storyboard. She used pictures, text, graphs *and* flow charts to present a clear picture of their STAR-SI experience.

Dr. LaFlame's storyboard and many other STAR-SI storyboards will be on display at the FADAA Annual Conference in August (see page 3).

[Click here](#) to view a variety of storyboards of NIATx members from around the country

### Key elements to a storyboard as defined by NIATX are:

- ✓ Organization name and brief description of Organization
- ✓ Team photograph/drawing
- ✓ Organization photograph/drawing
- ✓ Aims you focused on – Where you started, how you have changed and where you are now
- ✓ Impact on the business case
- ✓ How STAR-SI has impacted your organization
- ✓ Sustainability and spread plans



*Dr. LaFlame and her storyboard at the Florida Learning Session*

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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*

### Change is Fundamental at Drug Abuse Treatment Association, Inc.

The Drug Abuse Treatment Association, Inc (DATA) in Jupiter joined the STAR-SI project this year and is already experiencing measurable success. After a walkthrough of DATA's Outpatient 9 program exposed a considerable wait time for assessment, Executive Sponsor and Chief Operating Officer, John Fowler made note of it. A change team was formed with a first aim of reducing the wait time from first call to first available face-to-face appointment from twelve to six days.



*John Fowler and Carol Fiddis*

Carol Fiddis, Director of Quality Assurance and Change Team Leader, explained that the team began with a goal of reducing assessment times from two hours to one. This change had little impact on the aim so walk-in assessments were then moved to Fridays along with scheduled assessment appointments during the week. This resulted in a three-day reduction of wait time.

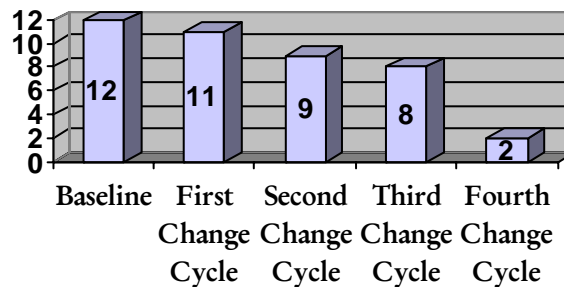
Still not satisfied, the team moved walk-ins to Thursdays, which made only a slight improvement. "Some staff were resistant to the move to walk-in appointments," reports Ms. Fiddis. "We had some staff turnover but the team we have now is very committed to the process and likes the walk-in process."

The most significant results occurred when the change team moved walk-ins to Fridays only with no scheduled appointments at other times during week (unless the client/family is unable to make it on Fridays). This final change showed a decrease in wait time of 9.36 days, far exceeding the team's initial goal.

The team has now moved forward to their next change project: reducing no-shows from assessment to first treatment session from 30% to 20%. They have already implemented reminder phone calls one day prior to the client's scheduled session and will have some results data soon.

Ms. Fiddis says "the change process works - the team makes each cycle their own because it is their own idea." She reports DATA is planning to implement the rapid cycle change process throughout all of their programs.

□ # of days from first call to first available appointment



- First Cycle - Reduce assessments from two hours to one hour
- Second Cycle - Walk-in assessments on Fridays & continue to schedule appointments
- Third Cycle - Walk-in assessments on Thursdays & continue to schedule appointments
- Fourth Cycle - Walk-in assessments on Fridays & no scheduled appointments

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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  
*Northeast Florida Addictions Network*

Benny Haimovitz  
Sapir Schwartz  
*The Harbor Behavioral Healthcare*

Elyse Dermer  
*The Village South*

Sherri Kincade  
*DACCO*

## State Coach

Dr. Pauley Johnson  
*NIATx*



## Veteran STAR-SI Partners

Year One partners Meridian Behavioral Healthcare and Manatee Glens Corporation, and Year Two partner, Harbor Behavioral Health Care continue to have success in implementing the NIATx model for improvement. If a rating system were in place, they would receive four stars. Keep up the good work!

## Benchmarking for Organizational Excellence in Addiction Treatment Initiative

Three prominent national groups, The State Associations of Addiction Services (SAAS, [www.saasnet.org](http://www.saasnet.org)), NIATx ([www.niatx.net](http://www.niatx.net)), and Behavioral Pathway Systems (BPS, [www.bpsys.org](http://www.bpsys.org)) have joined forces to establish the *Benchmarking for Organizational Excellence in Addiction Treatment Initiative*. This state-of-the-art benchmarking initiative is targeted to the specific needs of the addiction treatment field and will place valuable benchmarking tools into the hands of addiction treatment program leaders throughout the country.

[Read more here](#)

## Upcoming Events

### 2009 NIATx Summit and the SAAS Annual Conference

July 29 – August 1, 2009  
JW Marriott Starr Pass Resort & Spa  
Tucson, Arizona  
[www.saasniatx.net](http://www.saasniatx.net)  
[Click here to visit the conference website.](#)

### 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>  
[Click here to visit the conference website.](#)

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