



THE FLORIDA LEARNING SYSTEM

March 2009

Volume III / Issue 6

National Partners

Substance Abuse & Mental
Health Services Administration

SAMHSA

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



Florida Alcohol & Drug Abuse
Association

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



Spring Florida Learning Session Held

Sustaining Changes Made through STAR-SI was the theme of the 2009 Spring Florida Learning Session held on March 26-27 at the Sheraton Downtown Orlando. Representatives from each of the year-III Strengthening Treatment Access and Retention – State Implementation (STAR-SI) grant agencies participated, as well as some veterans from years I and II of the grant project. Peer Mentors, Coaches and other key project staff were on hand to contribute to discussions and activities.

Andrew Quanbeck, NIATx Researcher and STAR-SI Data Coordinator from Madison Wisconsin, presented the opening plenary session: “How far we have come and where are we going?” He continued his presentation with a discussion on the Business Case. Emphasizing the importance of the Business Case, Mr. Quanbeck stated, “It {business case} should be considered the sixth of the NIATx principles.” Round table discussions provided some interesting insights related to the theme, with topics of *Fee Collections, Marketing and Increasing Admissions, and Partnering with Other Entities.*



Andrew Quanbeck, Sheila Barbee and Pauley Johnson at the Learning Session

One highlight of the two-day event was the Storyboard Session. Nine programs participated by bringing storyboards for display representing their change cycle process. It was a wonderful way to “see” what others are accomplishing through STAR-SI.
(*Read more on the Spring Learning Session on page 2.*)

2009 DCF BEST PRACTICES RECOGNITION PROGRAM

Each year the Department of Children and Families (DCF), Substance Abuse Program Office partners with the Florida Alcohol and Drug Abuse Association to coordinate the Best Practices Recognition Program as a way to identify programs/practices that exemplify “best practice” methods in substance abuse prevention and treatment services. All aspects of the Best Practices process are intended to bring recognition to the recipients, to the quality of client care, and to the efforts being made in providing substance abuse services in Florida.

Any program licensed by DCF to provide substance abuse prevention, intervention or treatment services, including “faith-based” programs, are eligible to apply for the Best Practices Award Program, as long as their licenses are in good standing with DCF. Awardees will be recognized at the 2009 FADAA Annual Conference in Orlando, August 12-14.

Application guidelines are available on the FADAA website, www.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

Year Three

★ Bayview Center for Mental Health
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

More on the Spring Learning Session

The Florida Learning Session is a time for providers involved in STAR-SI and other progressive process improvements to come together and share their progress. All year-III STAR-SI providers were well-represented at the session. Executive Sponsors, Change Team Leaders and other Change Team members attended. Pauley Johnson, NIATx State Coach and Rick Hankey, Peer Mentor directed participants in a "Human Sculpture" activity designed to help teams think creatively about change cycles. "It's a fun way to get people to think about different approaches to a perceived obstacle", stated Mr. Hankey.

Benny Hamovitz, The Harbor-Bayview Behavioral Executive Sponsor and Peer Mentor, shared a case study of how his team is using Plan-Do-Study-Act to deal with the challenges of leading an agency during tough economic times. Richard Anderson, Meridian Behavioral Healthcare Executive Sponsor, gave details on how his agency used process improvement techniques to successfully move to electronic record-keeping and concurrent documentation which resulted in increased revenue. He explained how the change team directed the process rather than the traditional "top down" approach and how he incorporated some health competition and communication to get buy-in from all staff members.

Larry Allen, Central Florida Behavioral Health Network and State Coach, presented a system to identify opportunities within your agency to aid in increasing revenues.

Mr. Allen also presented a session on *Using QI Tools to identify Opportunities and to Improve Processes* where he described the techniques of histogram, Parento Analysis and Chart, Flow Sheets, Cause and Effect Analysis (Fishbone or Ishikawa Diagram).

He explained that the elements needed to develop a Culture of Excellence are:

- Try to push decision making to the lowest level in the agency;
- Commitment to employee development;
- Celebrate success; and
- Clear communication of expectations.

Kevin Lewis, Southwest Florida Addiction Services Executive Sponsor and Peer Mentor, joined the Learning Session on Friday and talked with the group about his experiences with communication techniques and process improvement. "Communication is up and down", stated Mr. Lewis. "Process improvement is not a light switch; it's not either on or off."



Gloria Hanania shows off the River Region Storyboard to Sherri Kincade, DACCO



Angie Maldonado, CFDFL, directs her team in the Human Sculpture exercise.

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...More About the Florida Learning System

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Networks

Central Florida Behavioral Health Network

Northeast Florida Addiction Services

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

Sherril Kincaid
DACCO

State Coach

Dr. Pauley Johnson
NIATx

Evidence-based Practice Initiative

The Department of Children and Families Substance Abuse Program Office is conducting six regional stakeholder meetings regarding use of evidence-based practices and programs. FADAA is partnering with DCF to coordinate this series of meetings during the next few months to bring together all contracted substance abuse treatment and prevention providers. The meetings are one part of a larger Department initiative to ensure that our substance abuse prevention and treatment system achieves positive individual, family and community outcomes and to facilitate the integration of services and systems of care within the Department and across programs in other state agencies.

Meetings have already taken place for the Northwest, Northeast and Central regions. On April 24 the Southern Region will meet in Miami. On May 7 the Suncoast Region will meet in Tampa, and on May 19 the Southeast Region will meet in West Palm Beach.

If you missed the meeting for your region or are unable to attend the meeting scheduled for your region, you can attend any other meeting that is convenient for you. Please direct any questions about this initiative to Polly Ryan, pryan@fadaa.org.

NIATx Business Case Series – Volume II Now On-Line

The NIATx Business Case Series is an ongoing series of case studies that highlight member successes in establishing a business case for process improvement (PI). These success stories demonstrate how an organizational commitment to improving treatment access and retention can help solve key problems fundamental to organizational performance: the ability to operate at a positive margin, the ability to attract funding, and the ability to attract and retain staff members. The first Business Case Series featured Southwest Florida Addiction Services (SWFAS) in Ft. Myers. NIATx is now offering an update with volume II featuring providers from Maine, New York, South Carolina, Oklahoma, Iowa and Ohio. [Read more.](#)

Also check out the *No-Show Tool*. “This simple spreadsheet models the financial impact of reducing no-shows for assessment. It incorporates the impact of lost revenue, as well as productivity losses due to idle staff time.” <https://www.niatx.net/Content/ContentPage.aspx?NID=273>

Save the Date - 2009 FADAA Annual Conference August 12 - 14, 2009 • Hilton in Walt Disney World • Orlando

- Exciting National Keynote Speakers
- 8 - 10 Concurrent Workshop Tracks
- Pre-Conference Sessions (additional fees apply) on Tuesday, August 11th
- Special Hotel Conference Rate of \$119 single/double (*Mention FADAA Annual Conference*)
Cut-off Date: July 20, 2009
Make your reservations now as there are a limited number of rooms and demand will be extremely high. TOLL-FREE RESERVATIONS (800) 782-4414

For additional information about the conference, please visit the FADAA web site: www.fadaa.org

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