

GOSNOLD, INC.

www.gosnold.org

1-800-444-1554

Miller House Improvement Project, March, 2004:
Eliminate Relapses in a Men's Residential Program
Measure: increase treatment completes from an
average of 54% to 77%!

Team: from the Miller staff: Joe Shadyac, George Wheeler, Warren Robinson, William Cotter, a graduate, Doug L.; from the Detox: Jim McGrail; from the women's residence, Jen Fay; from the Drug Court, Jud Phelps; Tommie Bower, Change Leader, Ray Tamasi, Executive Champion.

Problem: very low completion rates and relapses within the program were eroding confidence in the efficacy of the program. Created a team and....

PHASE ONE: create two smaller groupings within the House—Miller Intensive Treatment for younger opiate addicts adding in more activities and Miller Extended Treatment for older, and or alcoholic men adding in more therapy.

PHASE TWO: adapt PDSA cycle for core of group activity for Miller Intensive Treatment (m.i.t.) when phase one upgrades of additional activity and staff do not produce cohesion or abstinence. “P.D. measure A” or PDMA group appears promising.

PHASE THREE: add in engagement strategies starting with an assessment—now a “walk through of the addiction history”, 12 exercises, such as

✍️ TIMELINES

🏠 VISUAL OF TYPICAL DAY USING
\$ COST ANALYSIS
CD/MUSIC OF OUR USE.

PHASE FOUR: add change history. Develop goals grid to provide a realistic picture:

Goals +

Challenges +

Cons (competing commitments) +

Positive Motivation = PLAN and PDMA.

Goal development becomes a process *with* patient.

PHASE FIVE: “Building Recovery” as a sequence is developed, training and refinement continues. Start PDMA use at women’s residence.

{ζξψθPLAN DO MEASURE ACTτ{ζξψ

Plan Do Measure Act *SAMPLE*

⊕Sleepless in Falmouth⊕

PROBLEM AREA: Physical **DATE:** _____

PROBLEM: What are you trying to accomplish?

Can't sleep/ want to sleep

PLAN: (list things that could help)

warm milk, shower before bed, don't take a nap, wake up on time, drink sleepy time tea, don't drink coffee after noon.

DO: pick ONE ACTION you think will help the problem:

will try a shower before bed time for two days

MEASURE: How will you know if your change is an improvement? That is your measure.

I want to sleep for 5 hours not 2 a night

How long will your PDMA STUDY CYCLE last?

Three nights.

	⌥ PLAN	DO	MEASURE	ACT	⌥	
MONDAY	TUESDAY	Wednesday	Thursday	Friday	Saturday	Sunday
shower	shower	Shower At 12:00	Sleepy Tea+shower			Sleep tea + exercise
3 hours sleep	4 hours	5 hours	6 hours			6 hours
Up at 6 Bed at 12:30 felt tired	Up at 6 Bed at 12:00 felt I missed out					

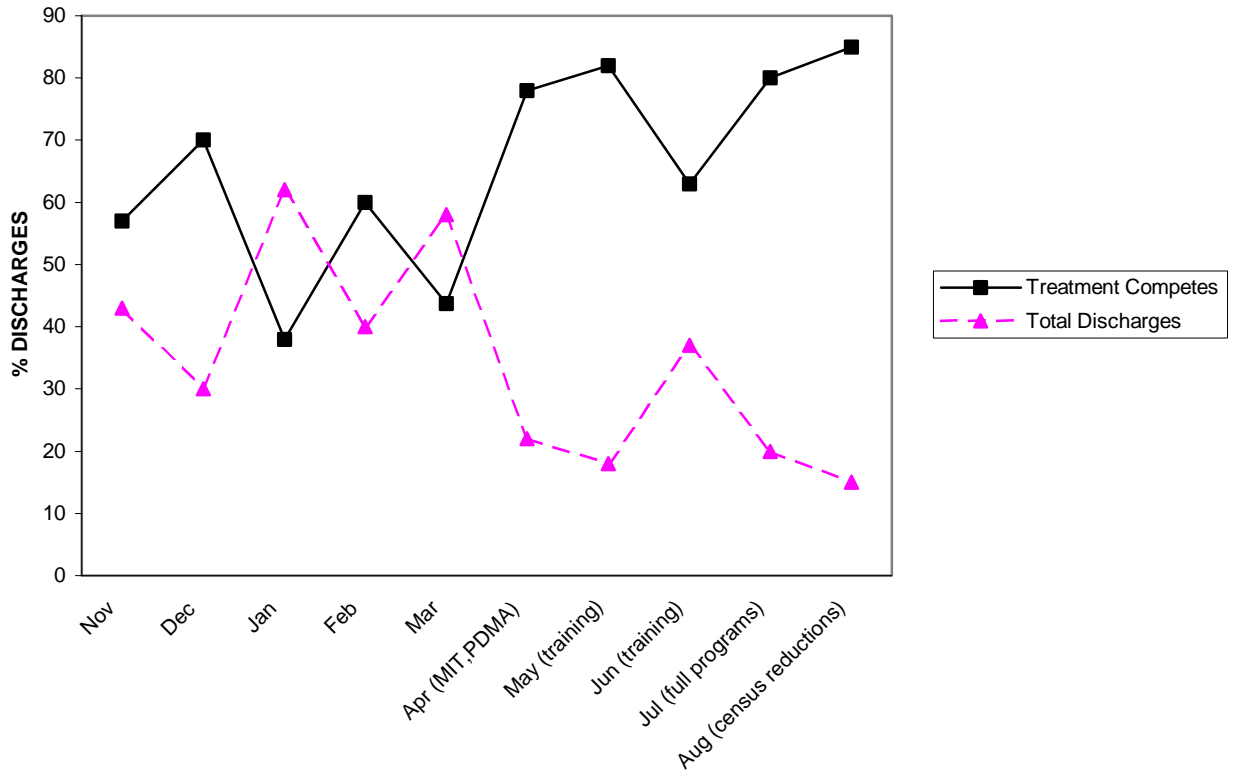
ACT: Did your plan work? What changes do you need to make to achieve your goal? : Keep shower add sleepy tea add exercise during day.

RESULTS OF MILLER IMPROVEMENT: Average treatment completions rise from 54% to 77% in five months. Sustaining abstinence rates, post-residential treatment, look very promising at five months.



The Building Recovery process has two major goal areas: Increase patient engagement in assessment, priority building, in making choices during treatment, executing plans, and analyzing results. The second goal was to shift the counselor-patient transaction balance by providing structures where the patient's needs and life history would guide the treatment. The assessment was expanded to serve as a virtual walk through of the addiction history. The change history picks up patterns, which will inform the counselor and the patient about motivation and challenges. The goal development process cannot be completed without major input from the patient. The Plan Do Measure Act (PDMA) group process places the choice of change with the patient, mandating a coaching relationship for the counselor. PDMA provides a mechanism to break down the overwhelming problems of early abstinence in a context of group support and feedback.

MILLER HOUSE TREATMENT COMPLETES/DISCHARGES
Total Beds = 33



NOVEMBER 2003 - AUGUST 2004