

NRI Community Services

A Full Service

Substance Abuse

Mental Health

and

Violence Prevention / Intervention Program

Change Exercise

| | |
|--------------------|--|
| Purpose: | Increase marketing efforts to Medicaid and 3 rd party insurers in order to increase revenues and sustain program services. |
| Measures: | <ol style="list-style-type: none">1. Number of New Insured Clients2. Number of New Referral Source Contacts |
| Changes Made: | <ol style="list-style-type: none">1. Enroll uninsured to outpatient / residential2. Enroll Medicaid / Blue Cross Residential then Outpatient |
| Challenges: | Longer stays, more complicated client cases |
| Successes: | Increased insured clients by 250% |
| Impact of Project: | <ol style="list-style-type: none">1. Increased revenue / Increased Program Sustainability2. Increased opportunity to expand staff skills3. Increased value of program to the community |

Current Status of Change:

1. Initiated and maintained in Residential Program
2. Change is being spread to two outpatient Programs
3. Change Leader and Program Director monitor / maintain change through weekly census review

Future Goals:

1. Train intake staff to use the electronic screening tool
2. Develop “pre-screening” tool with decreased number of questions
3. Increase Medicaid and 3rd Party referrals to outpatient substance abuse treatment services from NRI’s Community Support Program

Change Team Members



Executive Sponsor:

Christian L. Stephens

VP of Clinical Administration:

Lee Dalphonse

Change Leader:

Steven Horovitz

Project Evaluator:

Michelle Taylor

Program Director:

Christine Mattera

Residential Program Liaison:

Andrea Cournoyer

Intake / Referral Specialist:

Raymond Hudson