

GOSNOLD

TREATMENT

CENTER

5% PROJECT



GOSNOLD: The Five Percent Project

A project to reduce Against
Medical/Counseling Advice
discharges by 5% or increase
treatment completes by 5%

709 patients per year leave treatment
without completing



50 Bed Detox Unit

- No organized plan for prevention or intervention = walkouts ▼ ▼
- Walkouts are demoralizing for staff *and* patients less likely to receive or use aftercare. ▲ ▲
- All staff, *including* dietary, admin, housekeeping, invited by CEO to brainstorm—55 staff members attended two sessions in January 2004 creating 88 suggestions for improvement. ▼ ▼



Lessons from “non-clinical” staff

- Dietary aides and housekeeping staff know first who is at risk to leave treatment without completing!
- No mechanism exists to pass the information on to clinical staff.
- Non-clinical staff discouraged from sharing their observations—turf.

5% Team: Kristie Ekasala, Sal LoPiccolo, Jackie Pratt, Peg Shapiro, Elizabeth Humphrey, Jim McGrail, Gary Weiland, Heather McKay, Joe Pouliot, Ann Stuart, Toni Sennott, John Taylor

- Membership includes staff from all shifts.
- Groups represented nurses, counselor aides, case managers, counselors, utilization review and program director
- Communication of change team efforts was a priority: read and sign and verbal, e.g., nurse to nurses.

The “R”

“Something you can implement right away.”

- Don Holloway, Coach

The solution generated by a case manager:

Add an R (for risk) by patient name on the main nurse-station board.

Anyone can ask for an R to be placed on the board.

Visible, not hidden in the chart, magnet for action.

EXAMPLES OF SYSTEMS BENEFITS:

The “R”



- Broaden awareness of patients at risk.
- Expand number of potential interventions and sensitivity to patients in distress. **NO WRONG STAFF!**
- ↓Eliminate turf – “not my job” responses.
- Increase in patient attention—not just squeaky wheel!.
- Increase communication and collaboration around primary mission.

Week	Admissions	Discharges	Complete %	AMA/ACA
January 4-10	47	38	76%	20%
January 11-17* STAFF MEETING	56	42	89%	11%
January 18-24	44	45	79%	14%
January 25-31	55	37	74%	20%
February 1-7 IMPLEMENT R	44	58	79%	9%
February 8-14	51	47	85%	13%
February 15-21	55	56	86%	14%
February 22-28 SUBOXONE STARTS	57	54	94%	3%
Feb. 29-March 6	57	53	85%	15%

The 5% becomes 10%

for information: www.gosnold.org or
1-800-444-1554

