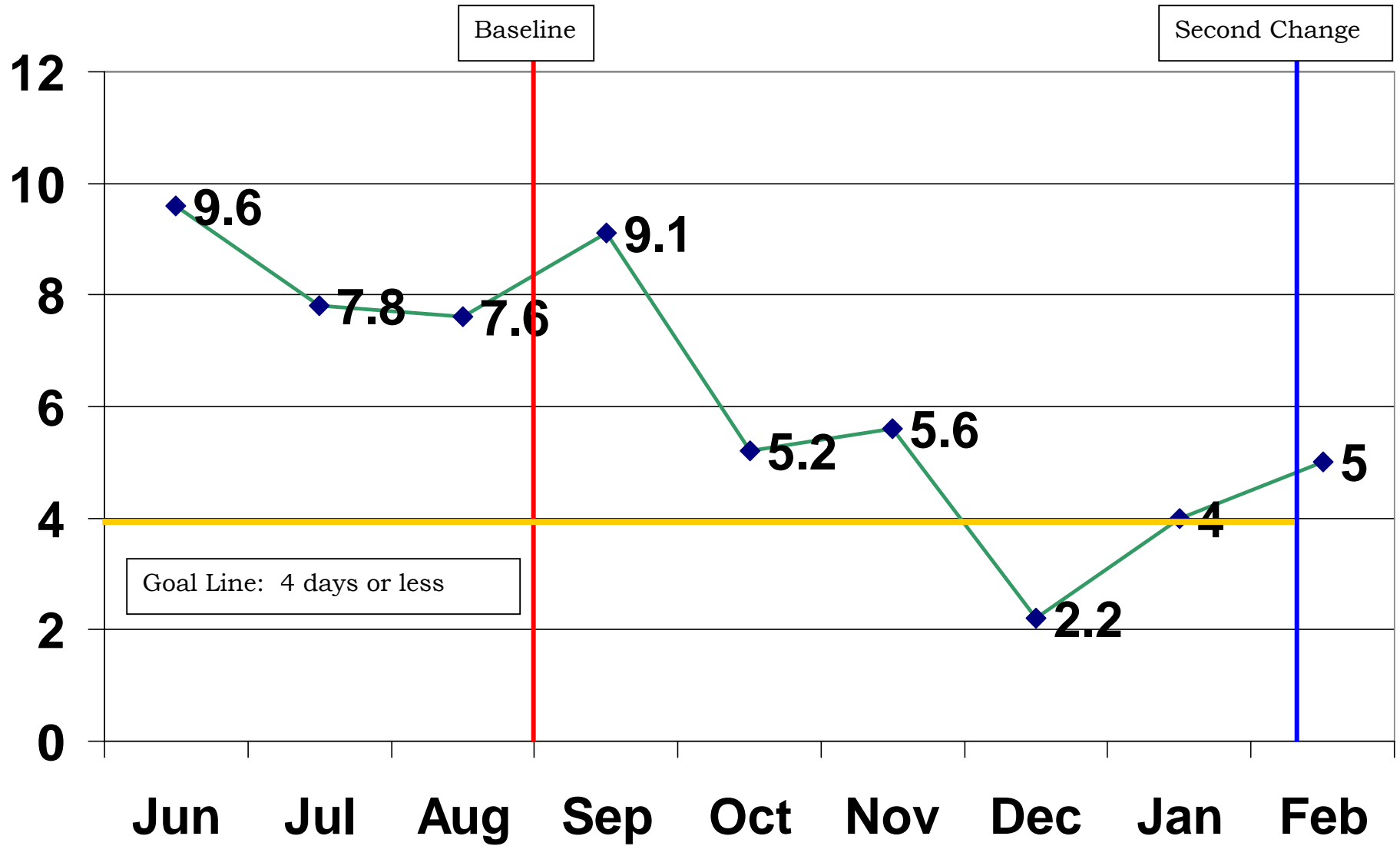


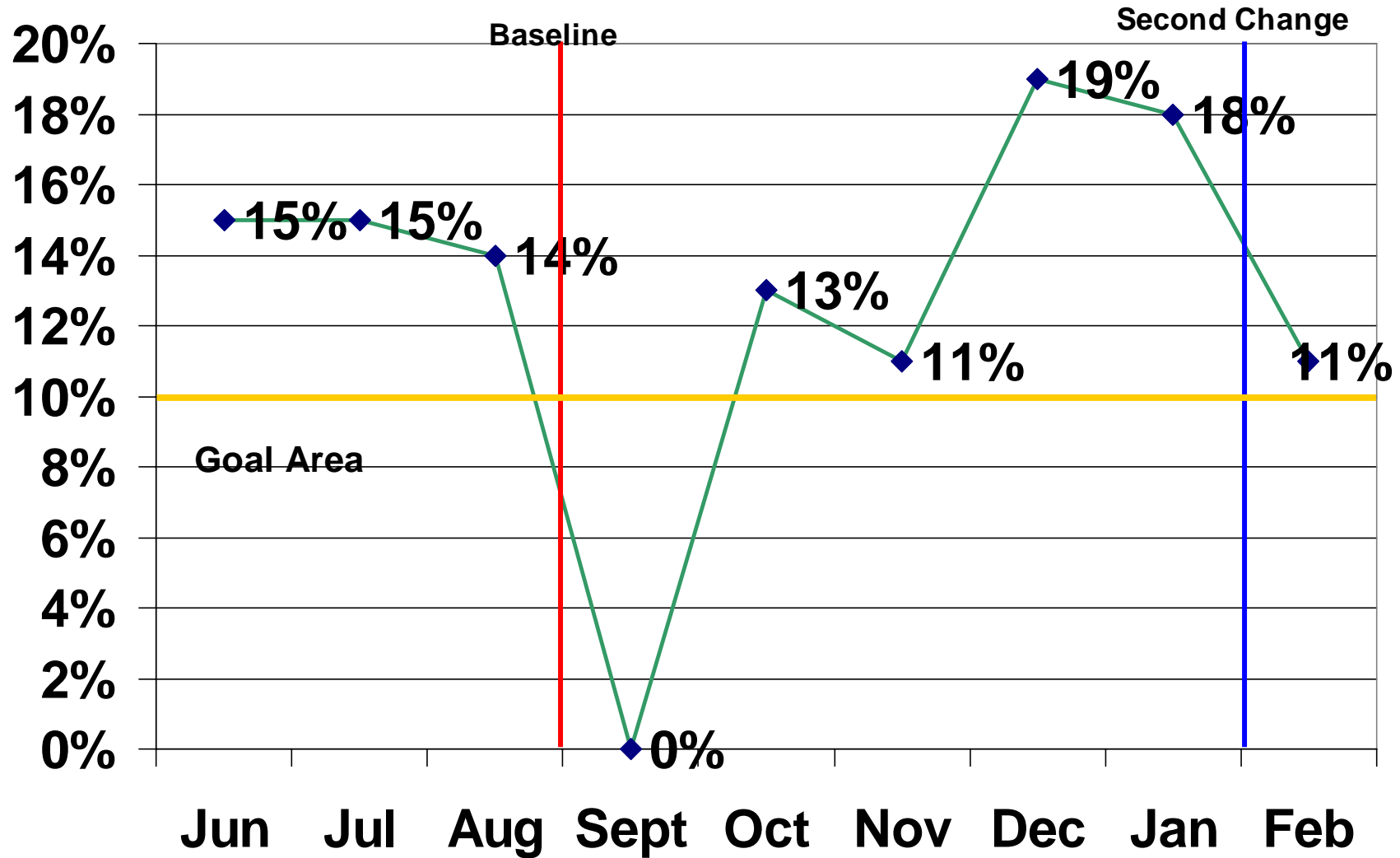
Jackie Nitschke Center – Intensive Outpatient

AIM: The average time from first contact to the first day of treatment will be 4 or less days.



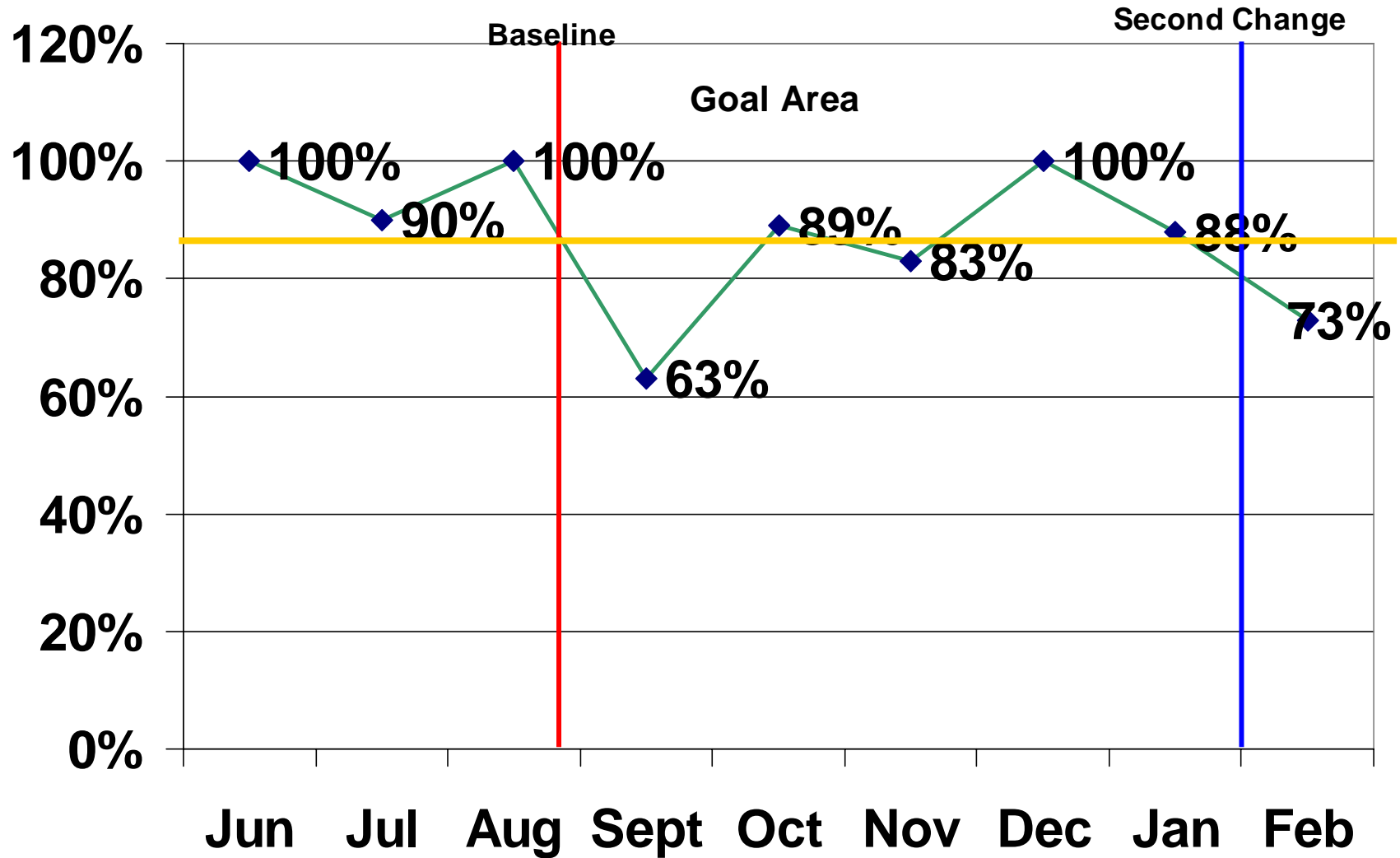
Jackie Nitschke Center – Intensive Outpatient

AIM: The no show rate from first contact to the first day of treatment will be 10% or less.



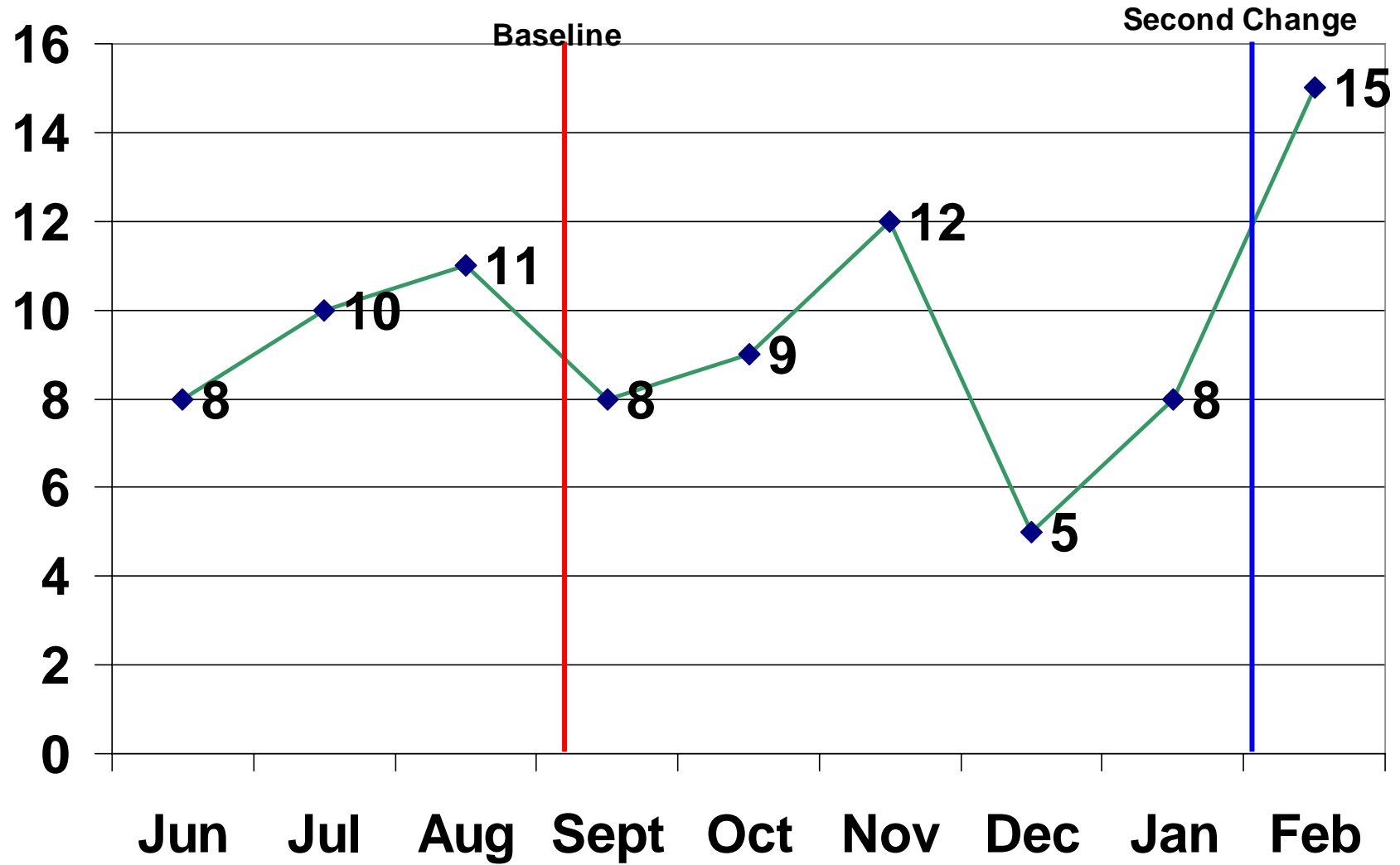
Jackie Nitschke Center – Intensive Outpatient

AIM: At least 85% of those starting the program will continue through the first four sessions.



Jackie Nitschke Center – Intensive Outpatient

AIM: The number of admissions will increase.



## Changes Made

- 1) Trained all staff on answering the phone, and making intensive outpatient appointments.
- 2) Informed caller of first opening for assessment/intake appointment rather than ask their preference.
- 3) With existing staff, added more assessment/intake openings.
- 4) Re-trained staff on making the appointments, and giving out information on the program.
- 5) Added “punch card” incentive. One punch for each time a person made it to intensive outpatient in four or less days from the time they called to the first day of treatment. Ten punches and all staff received four additional vacation hours.

Unanticipated benefit: Saw an increase in staff morale and positive attitudes. All staff felt part of the grant.

- 6) Noticed an increase in no shows at the time decreased, and decided to open up some later assessment appointments so less likely to lose them from the time of the assessment to the start of same-day treatment.

### OTHER PROJECTS:

- 1) Residential Treatment: Had clients on the waiting list for services call daily to “check in.” Results have been positive in terms of a decrease in the no show rate for treatment.
- 2) Aftercare: Focused on clients having no misses for the first five sessions (Aftercare meets once a week for 1 ½ hours for 16 total sessions) as data shows they are then 85% likely to complete the program. Thus far, the results have been very positive.