



55 Cummings Way

House



21 Peace Street



Robert J. Wilson

NRI Community Services is a non-profit human service agency located in the State of Rhode Island. Our services include:

- Residential Substance Treatment
- Outpatient Substance Abuse Treatment
- Tobacco Cessation Services
- Violence Prevention and Intervention Services
- Mental Health Counseling and Case Management

Executive Sponsor: [**Lee Dalphonse**](#)
Change Leader: [**Steven Horovitz**](#)
Intake Specialist: [**Shirley Garcia**](#)
Outcomes Specialist: [**Michelle Taylor**](#)

NRI's major focus during the first 6 months of this project has been related to *AIM I: Reduce Waiting Time* at our ASAM Level 1 Peace Street location.

NRI is attempting to accomplish this goal through the following efforts:

- Provide Intake/Orientation Groups for New Referrals
- Develop an Electronic Screening/Registration Process
- Implement a Screening/Intake Team

Changes Made

- Orientation Groups are Provided Twice Each Week
- Center-Wide Team is Developing an Electronic System
- NRI has Hired and Trained the First Intake Specialist

Challenges/Successes

- Challenge: Loss of first Intake Specialist
- Challenge: Changes in State Regulations and Reporting Requirements
- Success: Decreased Waiting Time From 8 Days to 4 Days
- Success: Impetus for Center-Wide Changes

Impact

- **WAITING TIME HAS BEEN REDUCED FROM AN AVERAGE OF 8 DAYS TO AN AVERAGE OF 4 DAYS!**

Current Status of The Change

- Change has Been Sustained at the Peace Street Program Site

- This Success Will Result in the Increase of Intake/Orientation Groups to 5 Days Per Week
- NRI Will Implement This Change At Two Other Outpatient Sites and One Residential Site

FUTURE GOALS

- NRI Will Implement Intake/Orientation Groups At Its Two Other Outpatient Level I Sites and One Residential Level III Site
- NRI Will Implement a Monthly Focus Groups Consisting of Stakeholders From Clients, Referral Sources and Agency Staff.

- **NRI Will Implement an Electronic Screening/Registration Process At All Three of Its Substance Abuse Treatment Sites**

NRI COMMUNITY SERVICES

Chart 1 - Strategic Alignment Planning Matrix

Organizational Strategic Priorities:

1. **NRI will develop an electronic database designed to support the screening and registration forms.**
2. **NRI will train project team members in the use of an electronic system that is designed to integrate substance abuse and mental health issues as well as the specific reporting requirements of NRI, MHRH, DBH, and NIATx.**
3. **NRI will train additional agency staff members and the Change Team who will be involved in automating these screening, registration and intake activities.**

4. NRI will “market” and train outside referral sources regarding the new centralized screening and intake system.
5. NRI will provide daily orientation/intake groups to new referrals in an effort to make this process more consumer friendly.

NRI COMMUNITY SERVICES

Chart 2

Column #1	Column #2
NIATx AIM(s)	Strategic Alignment
Reduce Waiting	<p>NRI will facilitate daily orientation groups, which will reduce waiting times to one day or less.</p> <p>NRI will implement its new electronic screening/registration system in order to improve the speed and efficiency of its intake process centralizes intake and orientation systems at ASAM level 1 outpatient program.</p>
Reduce No Shows	<p>NRI will facilitate daily orientation groups, which will reduce waiting times to one day or less.</p> <p>A more efficient screening and intake process will get clients in to treatment faster and also reduce no shows.</p>

Increase Admissions	<p>A more efficient screening and intake process will allow clients to access treatment faster, reduce no shows and will also increase the number of successful admissions.</p> <p>Training staff and referral sources will improve each of these measures.</p>
Increase Continuation	<p>This improved system will increase the possibility that 75% of clients will continue beyond their 3rd visit.</p> <p>NRI will implement an appointment reminder and no-show follow-up system in order to assist clients in their effort to successfully continue in treatment.</p>

ACCESS/RETENTION PLANNING MATRIX: (2/04 – 1/05)

Learning Collaborative Member: NRI Community Services

NIATx AIM(s)	Site/Level(s) of Care	Milestone Dates (start/finish)	Desired Results
1	21 Peace Street - Level 1	1/1/04 – 6/30/04	Reduce to 1-2 days the number of days between first contact and first face to face visit
1	80 Summit Street – Level 1 55 Cummings Way	4/1/04 – 12/31/04	Reduce to 1-2 days the number of days between first contact and first face to face visit
1	80 Summit Street – Level 3	9/1/04 – 12/31/04	Reduce to 1-2 days the number of days between first contact and first face to face visit, through outpatient contact prior to inpatient admission
4	21 Peace Street - Level 1 55 Cummings Way – Level 80 Summit Street – Level 3	4/15/04 – 10/31/04 4/15/04 – 12/31/04 4/15/04 – 12/31/04	75% of outpatient clients will attend sessions beyond their 3 rd visit, 90 % of residential beyond 60 days.