

Strengthening Treatment Access and Retention in San Antonio



" The goal of recovery is to rediscover one's unique gift, and strive to develop and share this gift with the world."

The Patrician Movement

San Antonio, Texas, founded in 1959.

Serves ~ 3,500 patients each year

Provides Adult Detoxification, Residential, Intensive Outpatient, Outpatient & Aftercare, and Youth Outpatient

Also provides services to co-occurring clients, pregnant and post-partum women, and prevention services, including HIV Outreach and Intervention.

STAR San Antonio Team

- **The Patrician Movement (TPM)**
 - **Dr. Patrick Clancey, Executive Director**
 - **Jamie ZumMallen, Change Leader**
 - **Julie Gowen**
 - **Sister Mary Cunningham**
- **Texas Commission on Alcohol and Drug Abuse**
 - **Stacey Stevens, Project Director**
- **Gulf Coast Addiction Technology Transfer Center**
 - **Michele Murphy Smith, Local Evaluator**
 - **Dick Spence, GCATTC Director**

Change Exercise

- **Aim**

- Increase the number of clients remaining in Detox beyond 3 days and increase the proportion of successful transfers from Detox to Inpatient Treatment

- **Measure**

- % Change in Successful Completions and Successful Transfers

- **Changes Made**

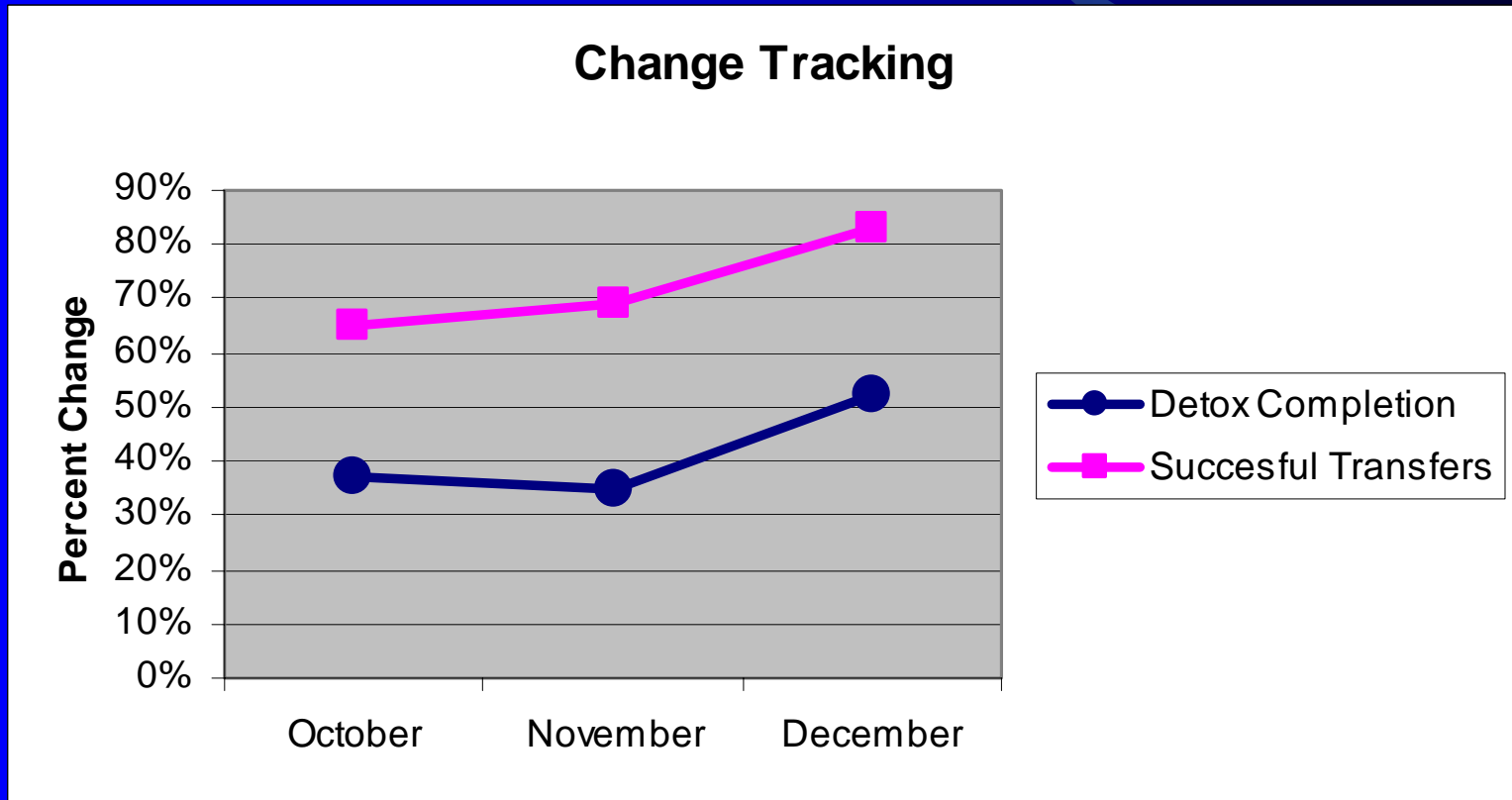
- Early residential counselor contacts and detox client visits Residential.
- Residential Clients take stable Detox clients to lunch.
- Residential clients hold groups with detox clients that are emotionally supportive, informational, and encouraging of treatment and recovery processes.
- Detox has independent, scheduled smoke breaks throughout the day.
- Medically stable detox clients are allowed to walk in the garden with staff.
- Medically stable detox clients are allowed to attend AA/NA meetings with community leaders.
- Medically stable detox clients are allowed to attend a treatment-related educational class on Tuesday and/or Thursday.

Change Exercise

- **Unexpected Challenges**
 - **Difficulty implementing above changes.**
 - **Difficulty affecting rapid PDSA cycles.**
- **Unanticipated Success**
 - **Residents report to counselors feeling excited, eager to participate, and valued.**
 - **Feedback and informal discussion with residents indicated they experienced an increase in self-esteem and sense of worthiness as a result of being included in the changes.**
 - **Staff indicated they were enthusiastic and embraced the changes when they saw the benefits to the clients.**

Impact of the Project

Improved Detox Completion and Transfers



Current Status of the Change

- **Maintaining what has been successful and continuing to improve detox treatment and processes.**
- **This change has identified the need to address residential treatment services for two reasons:**
 - **Detox clients cannot transfer as residential is full**
 - **Funder is implementing 30 day LOS in residential beginning Sept. 1, 2004**

Future Goals

- Continue to share success and project aims with the Change Team and TPM staff and increase effort to make those not directly involved in current change feel that they are part of the project.
- Reduce Waiting and Increase Admissions into Residential Services
- Assist TPM counselors with transition to new LOS guidelines through reassessing treatment plan strategies in residential services.
- Help counselors manage change.