

Strengthening Access and Retention in the Treatment of Chemical Dependency

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Description of Organization

- VIP Community Services
- Bronx, New York
- Funding sources:
 - -State, Federal: 58%
 - -Medicaid: 33%
 - -Client Fees:9%
- Adults Only
- 50% Court Mandated
- Services:
 - - Residential
 - - Opioid Treatment Outpatient
 - - Medically-Supervised Outpatient
 - - Outpatient Health Services

Aims Addressed

- Decrease the days from initial request to first treatment.
- Reduce no-show rate.
- Increase admissions.
- Through client -centered approach, increase overall retention.

Measures Used

- Training in Telephone Handling
- No further voice mail use during operating hours.
- Logging all calls in General Switchboard and Admissions Reception.
- Designated and Dedicated staff handling of phones.
- Addition of New phone lines in Admissions.
- Hiring of new staff.
- Admission Pre-Screening.
- Mental Health Screening.

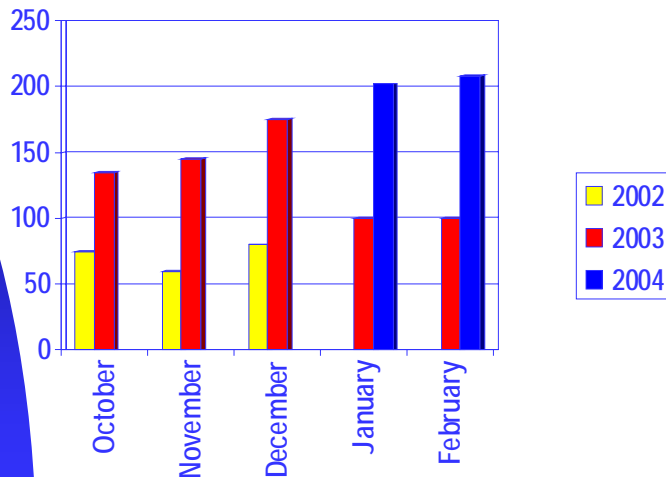
Changes Made

- Appointments for Admissions made by designated and dedicated staff only.
- No further voice mail during clinic hours.
- Pre-screening assessments strengthened.
- Mental Health assessments strengthened.
- Mental Health trainer consultant hired.
- Business consultant hired.

Outcomes

- Admissions have increased by 40%.
- Census in the Intensive Outpatient Day Program is now 208.
- While reviewing the data two additional Barriers encountered.
 - 1- No-show rate increased to 50%.
 - 2- Increased time from first contact to admission.

Census- IOP/822 Program



Key Impact Areas

- Census increased up to 40% from October 2003 - 60 new clients entered program for services.
- Staff training and expertise significantly enhanced.
- Performance Improvement to date highlights other areas in need of improvement - Access and Retention.

Current Status of Change

- The increase in Admissions and Census is being sustained. The number of Assessments is still increasing.

New Aims

- Decrease time from first call to Assessment and Admission.
- Reduce No-shows.
- Increase retention in IOP.
- Obtain certification of Mental Health Unit which will help to increase retention in treatment
- Recognize Mental Health illness and refer to Mental Health Unit.
- Recognize Medical issues and refer to Health-services.

Next Steps

- To track the no-shows and see who they are and to obtain via the pre-screening a reliable contact number of the client or other person.
- Incorporate part of the ASI during intake and complete on the second day of intake and admit directly into the program.
- Continue to use Pre-Screening tool and assess for its efficiency

Next Steps con't.

- Continue to strengthen further the Mental Health Screening with training by a Mental Health Specialist consultant.
- Hiring of a Business consultant to aid in certification of our Mental Health Unit.
- Training in common medical issues to Admissions staff and IOP staff for being able to better refer to Health Services.