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To Prevention  
And Recovery  
Shawnee, Oklahoma



**Gateway & Our  
Primary State  
Payor Partner  
In NIATx**



**21<sup>st</sup> CENTURY**



## Gateway to Prevention & Recovery, Shawnee, Ok

- A free-standing drug and alcohol treatment/recovery program
- A private, not-for-profit agency
- Outpatient and intensive outpatient services in Pottawatomie, Lincoln, Seminole and Okfuskee counties
- Prevention & early intervention services
- 21.5 fte, 15 devoted to addiction treatment

[www.gatewaytoprevention.org/home](http://www.gatewaytoprevention.org/home)

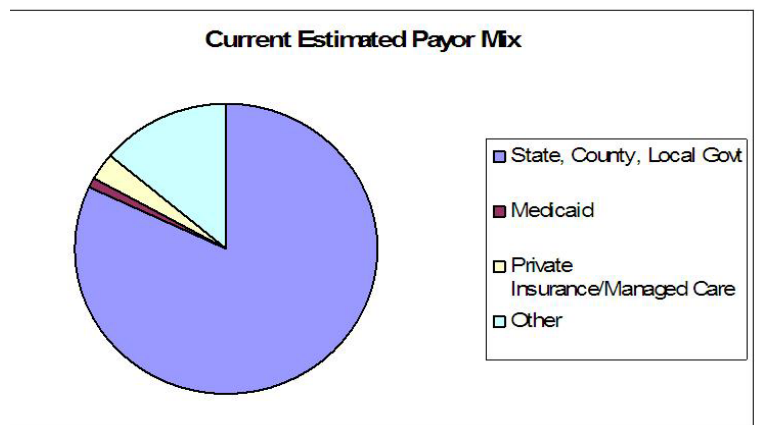
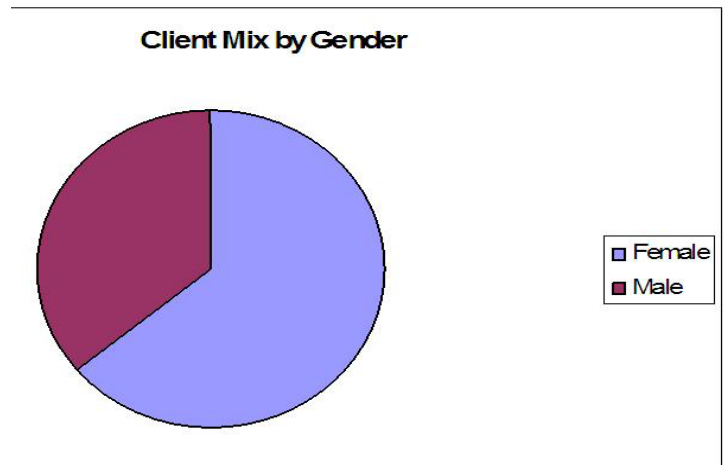
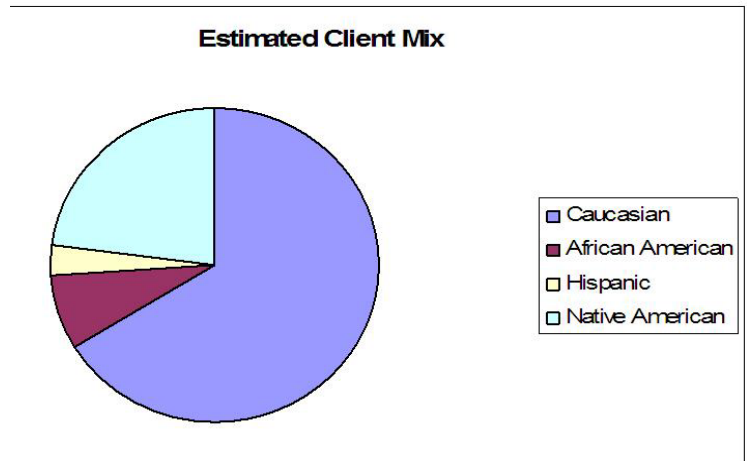


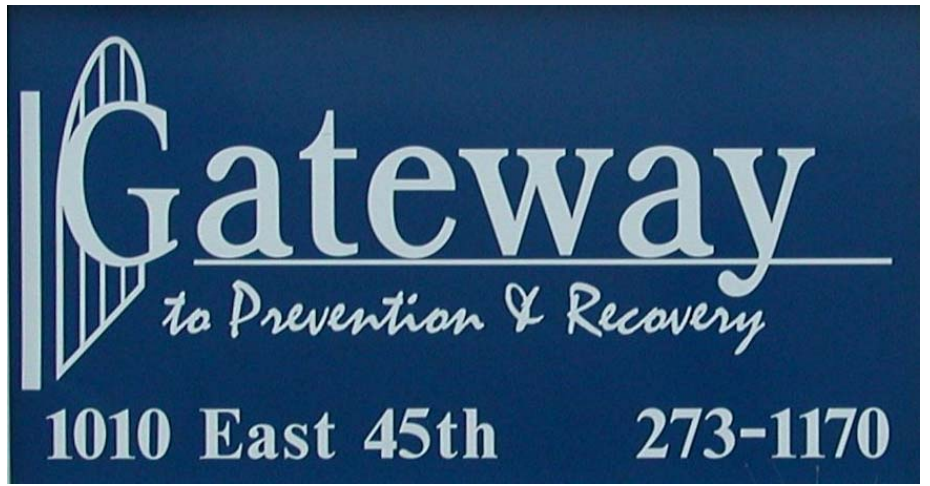


**Gateway to Prevention and Recovery  
Shawnee, Oklahoma**

**Providing outpatient and intensive outpatient services to and through:**

- The general public
- Drug Courts
- Community Sentencing
- Probation and Parole
- TANF
- Child Welfare

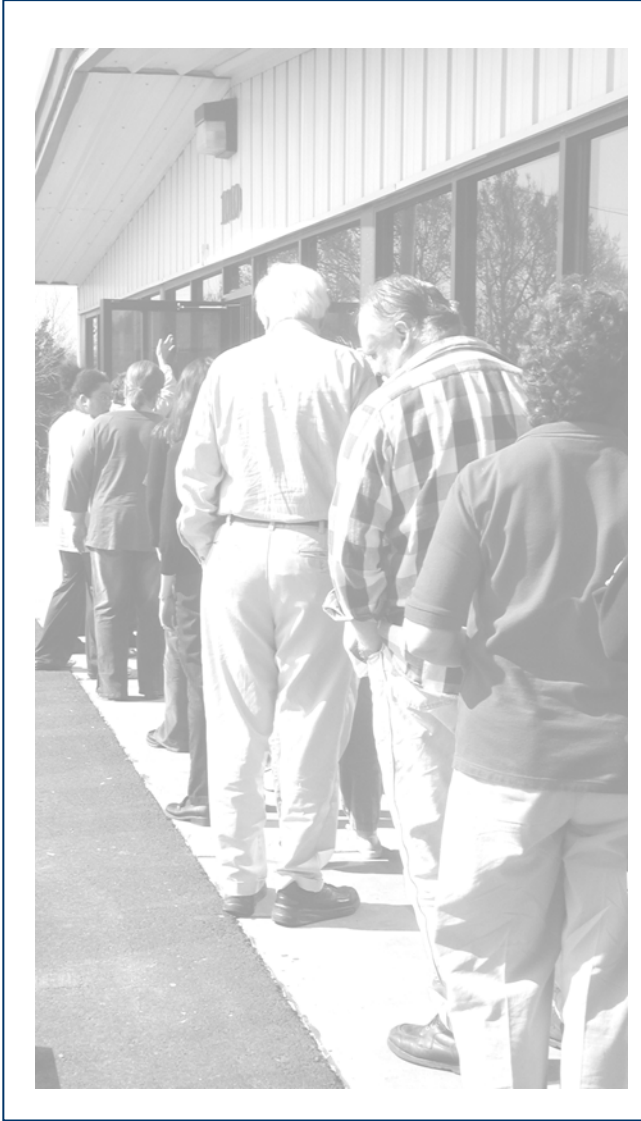




## Gateway Staff



## **AIM ADDRESSED IN THE CHANGE EXERCISE**



- **Decrease the days from first request for services to assessment**

**(Increase Timeliness in Outpatient Services in Shawnee office, focusing on first two points of contact)**

- **November 2004:**

- **Time between first request for services and assessment appointment averaged 20 days**

- **Some appointments were set two months out**

- **Significant numbers of people never made it to the assessment**

- **Efficient scheduling of staff time was significantly compromised**

# **CHANGES TESTED**

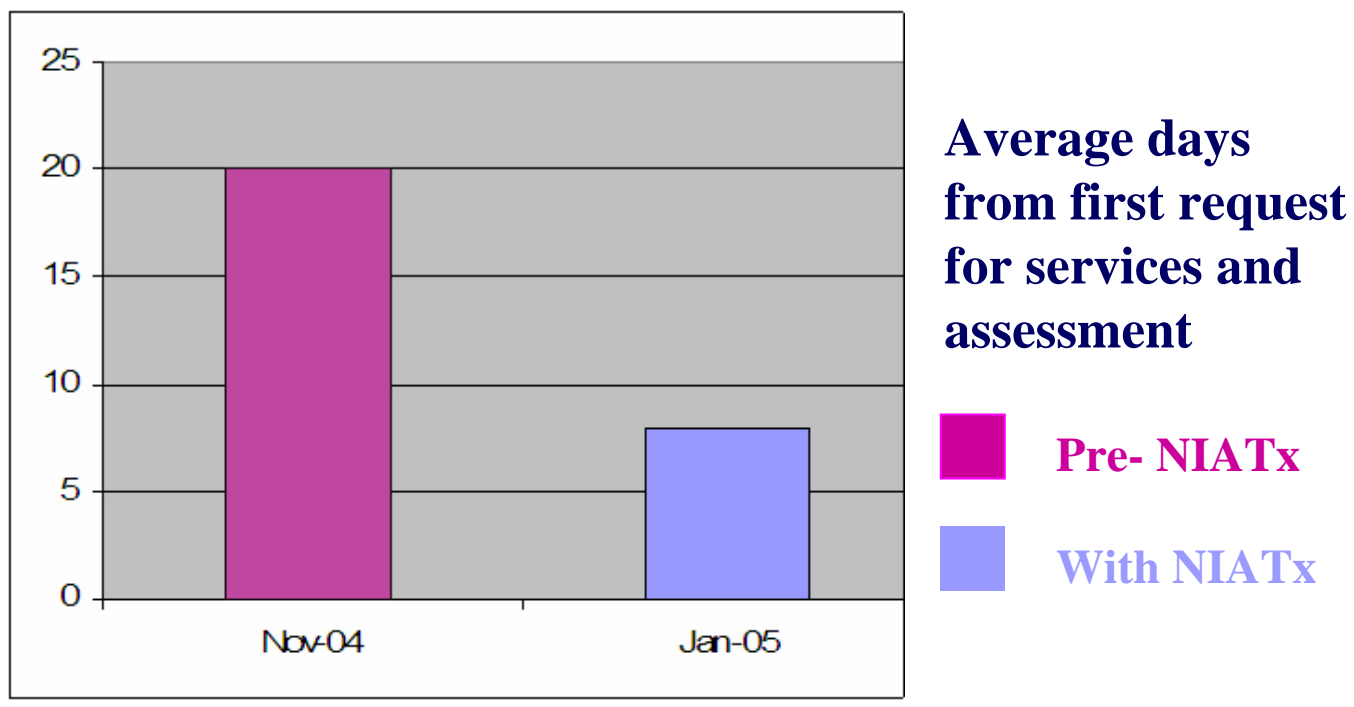
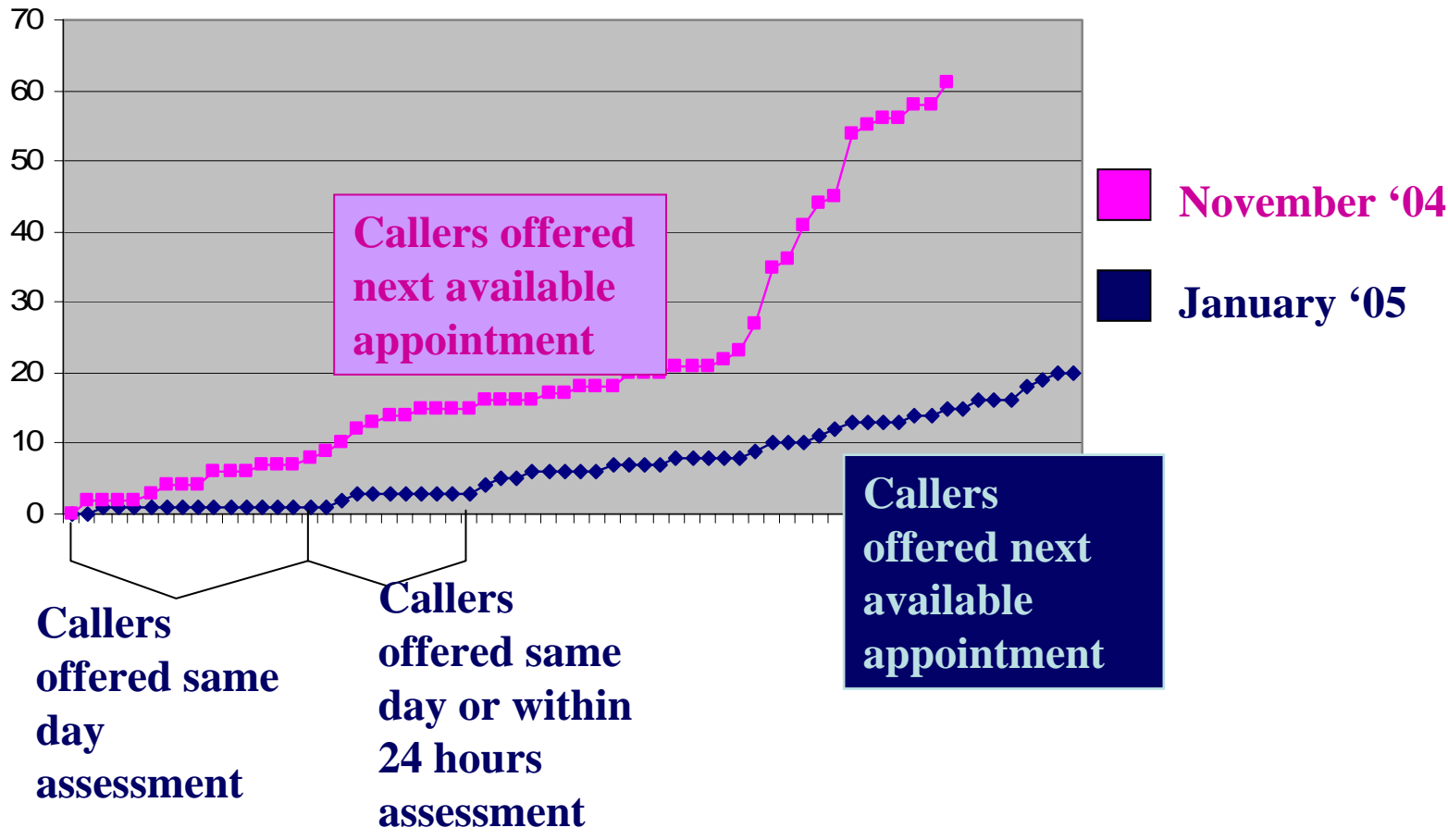
## **First Change Exercise**

- Offer callers same day or next working day assessment**
- In the first week, clinicians will assess as usual**
- In the second week, clinicians will use computerized ASI**

## **Second Change Exercise**

- For three days, offer callers same day assessment (within staff resources)**

# Number of Days Between First Request for Services & Assessment Before Change Exercises and With Change Exercises



# **A KEY EVENT INSTRUMENTAL IN MAKING THE CHANGE EXERCISE A SUCCESS**



**The involvement of the Change Team, which includes staff in all facets of the agency, in examining the data at the baseline level (November) helped to make everyone sensitive to the needs and wants of callers requesting services.**

**As a result, significant improvement occurred in timeliness even when change was not being specifically tested.**



# **NEXT STEPS**

- Determine whether to go exclusively to walk ins & implement accordingly**
- Consider what will be next focus:**
  - Reducing No Shows (for assessments)**
  - Increasing admissions**
  - Increasing timeliness for first treatment service**

**All are issues raised as the result of looking at data**