

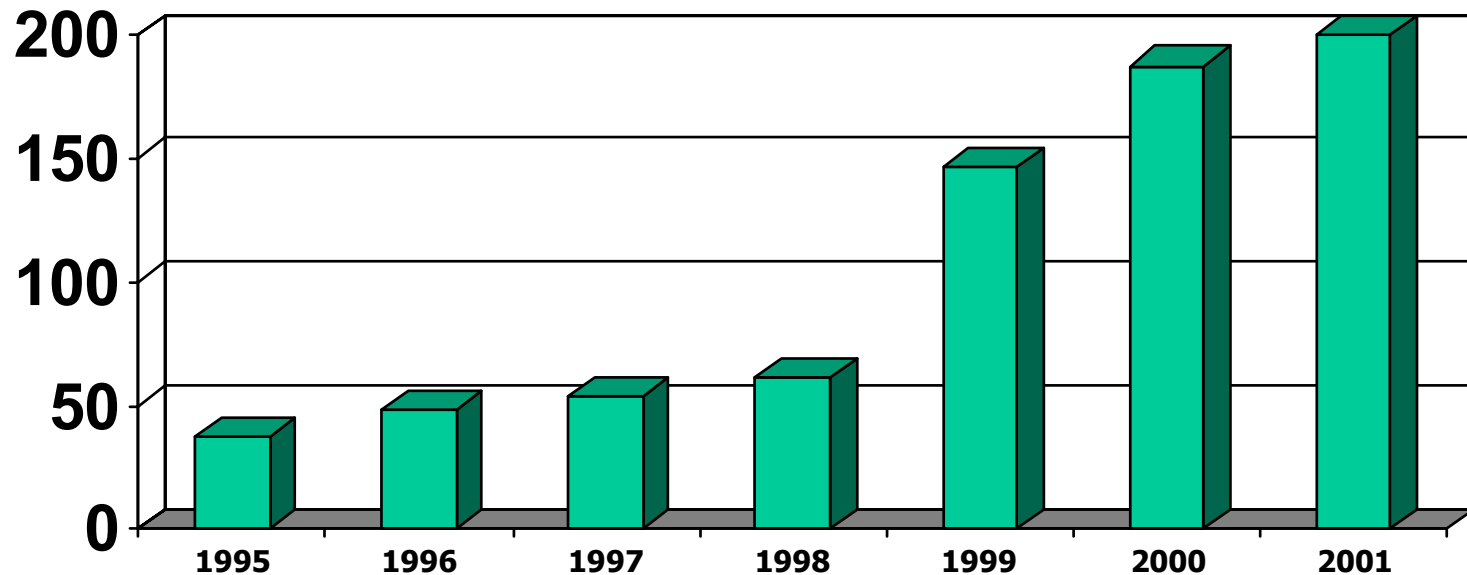
# THE ACADIA HOSPITAL

## Bangor, Maine

- 100 bed psychiatric and substance abuse hospital
- 150 adult inpatient admissions/month
- Substance abuse services include detox, IOP, OPT, emergency shelter, extended shelter and transitional living
- Approximately 80% Medicaid or self-pay



# Total Opioid Admissions Penobscot County



National Access and Retention Network for Substance Abuse Treatment



# Census Profile by Age Group

	Male	Female	Total
Under 12 years of age	0	0	0
Ages 12 – 17	0	0	0
Ages 18 – 20	6	5	11
Ages 21 – 24	31	41	72
Ages 25 – 34	60	42	102
Ages 35 – 44	24	18	42
Ages 45 – 54	10	6	16
Ages 55 – 64	1	1	2
Ages 65 and over	0	0	0
Total	132	113	245



# Change Project 1

## IOP Opens up Access

- All clients who fit clinical profile over phone or at local ED were offered an evaluation the following morning at 7:30 a.m.
- All evaluated clients started the program immediately after the evaluation



# Client Outcomes

Results: IOP Access Retention Project		
	Pre-Change	Post-Change
Number of clients seeking treatment	27	34
Number of clients screened	7 = 25%	22 = 65%
Average time between initial contact and screening	4.1 days	1.3 days
Retention in Treatment	5 or 71%	18 or 81% (3 clients retained in inpatient treatment)
Percent of clients seeking treatment retained in treatment	19%	53%



# Methods of Success Learned Along the Way

- Frequent short meetings of project team - not mandatory
- Use of e-mail and voice mail to stay in touch
- Presence, support and authority of top leadership
- “Flatten” the organization - management pitches in whenever and wherever needed



When the Program was open to them,  
the clients who needed it most showed  
up

- Clients who don't have so many barriers to enter treatment are more acute
- Treatment must change to accommodate their needs



# Quality Improvement as a Mechanism to Re-align Treatment

- Modeling of the movement of clinical philosophy and treatment methods from abstinence as the key measure of success toward improved quality of life/decrease in unhealthy behaviors
- Quality projects can move toward an overall vision, not just be an end in themselves

