


# Strengthening Treatment Access and Retention in San Antonio



## The Patrician Movement

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

# Description of TPM

- San Antonio, Texas
- Funding sources:
  - 48% Block grant; 47% State, County, Local; 4% Gifts, 1% Patient Fees
- Adult and youth
- Detoxification, Residential, Intensive Outpatient, Outpatient Services & Aftercare

# The Team



The Patrician Movement: Julie Gowen, Patrick Clancey, Mary Cunningham (Jamie ZumMallen not pictured)

TCADA and ATTC: Dick Spence, Tamara Allen, Alice Day, Stacey Stevens (Michele Murphy-Smith not pictured)

# The Patrician Movement



Men's residential



The campus and grounds

# Aim Addressed

- Decrease amount of time for intake
- Why was this a problem?
  - The time from the client showing up at the door to admission took up to 6 hours.
  - The amount of paperwork for staff caused frustration, stress, and lack of time to relate to client.
  - Client complaints

# Changes Made

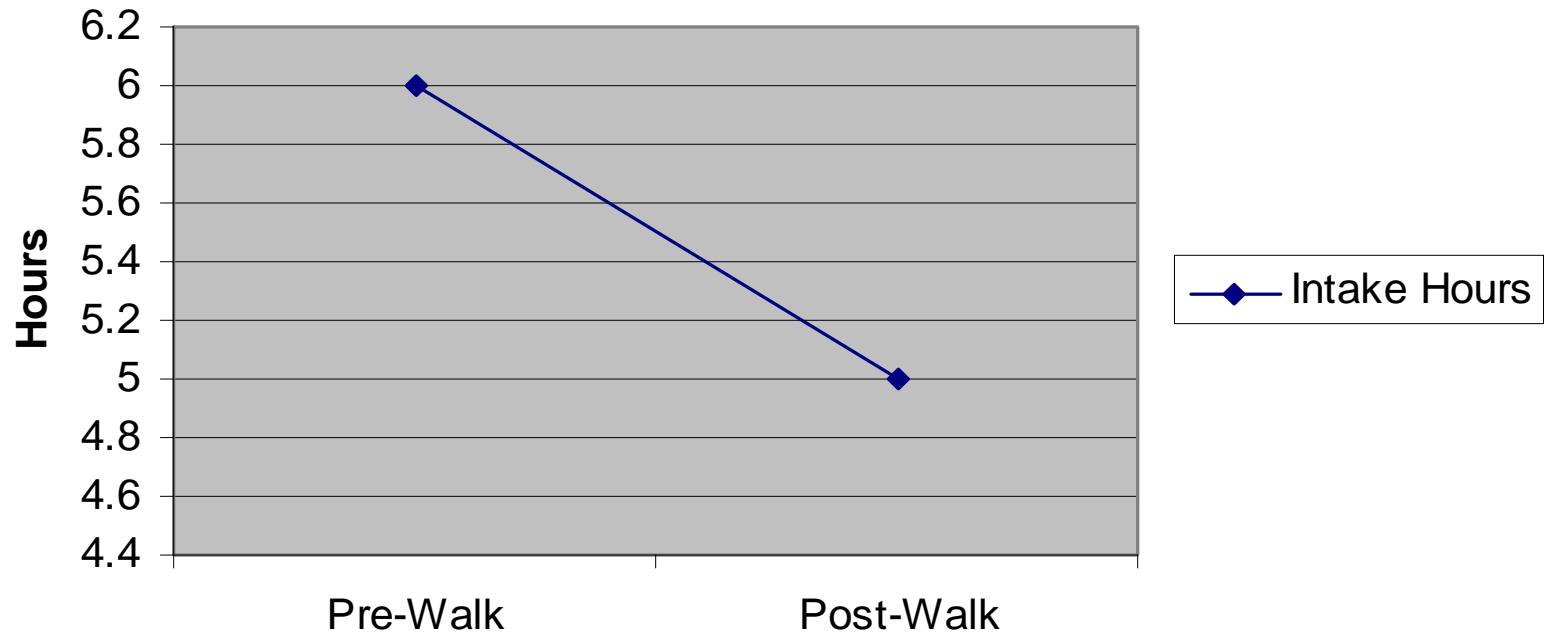
- Duplicative requests for client information during the intake process were removed by eliminating forms
- Reduced the amount of intake time from 6 to 5 hours
- Other issues identified in walk-through and through ORC survey not yet addressed

# Key Events for Success

- Walk through; and
- Discussion with counselors revealed duplicative data collection forms.
- Removing unnecessary forms reduced the amount of time for intake.

# Results

Amount of Time for Intake





# Future Plans

- Walk through
  - Will be conducted by team member outside of The Patrician Movement
  - Additional information gathered will be used for project planning
- ORC data
  - Initial data (n=10) revealed high efficacy, staffing needs, communication needs, and stress levels.
  - These data substantiate information obtained from discussions with staff
  - An ORC with full participation of staff will be conducted after the meeting.

# Future Plans

- Continue to reduce intake time
- Improve ability of counselor to engage with client during intake
- Address any duplicative data issues in BHIPS with TCADA for streamlining