



S T . C H R I S T O P H E R ' S I N N

- ◆ **G a r r i s o n , N e w Y o r k**
- ◆ **F o u n d e d 1 9 0 9**
- ◆ **M e n ' s S h e l t e r**
- ◆ **P r i m a r y H e a l t h C a r e C e n t e r**
- ◆ **C h e m i c a l D e p e n d e n c y T r e a t m e n t
S e r v i c e s p r o v i d e d :**
 - ◆ **D a y R e h a b i l i t a t i o n P r o g r a m**
 - ◆ **D a y a n d E v e n i n g O u t p a t i e n t
C l i n i c**
 - ◆ **A m b u l a t o r y D e t o x**

MEET ST. CHRISTOPHER'S INN TEAM MEMBERS

1ST row from the left: **Nicholas Petruzzi – Director of Finance; Thomas King – Family Program Coordinator; Kathy Fletcher – Resource Manager; Jan Volkmann – Administrative Assistant; Kate Daly – Assistant Director of Nursing /Admissions Director; Darlene Mahnken – Systems Analyst; Sophia Parker – Assistant Director, OCP/Shelter Services**

2nd row from the left: **Frank Musolino – Shelter Counselor; Fr. Bernie Palka, S.A. – President and Chief Executive Officer; Laurel McCullagh – Director of Nursing; Marianne Taylor Rhoades – Executive Champion/Director of Operations; David Gerber – Change Leader/Administrative Director of Counseling Services; Joseph LaMontagne – Assistant Director, DRP Services; Donna Trezza – Senior Admissions Processor**





GOAL

- ◆ **To Decrease Telephone Response Time For Potential Admissions.**

PROBLEMS:

- ◆ **Walk Through Indicated 2 ½ Hour Response Time.**
- ◆ **Calls Were Not Prioritized.**
- ◆ **Inefficient Allocation of Staff.**
- ◆ **800 Number Calls Misdirected**



CHANGES MADE

- ◆ **WITHIN 24 HOURS WE:**
 - ◆ **Added Telephone Lines**
 - ◆ **Changed Admissions Menu**
 - ◆ **Reallocated Staff**
 - ◆ **Corrected 800 Number**

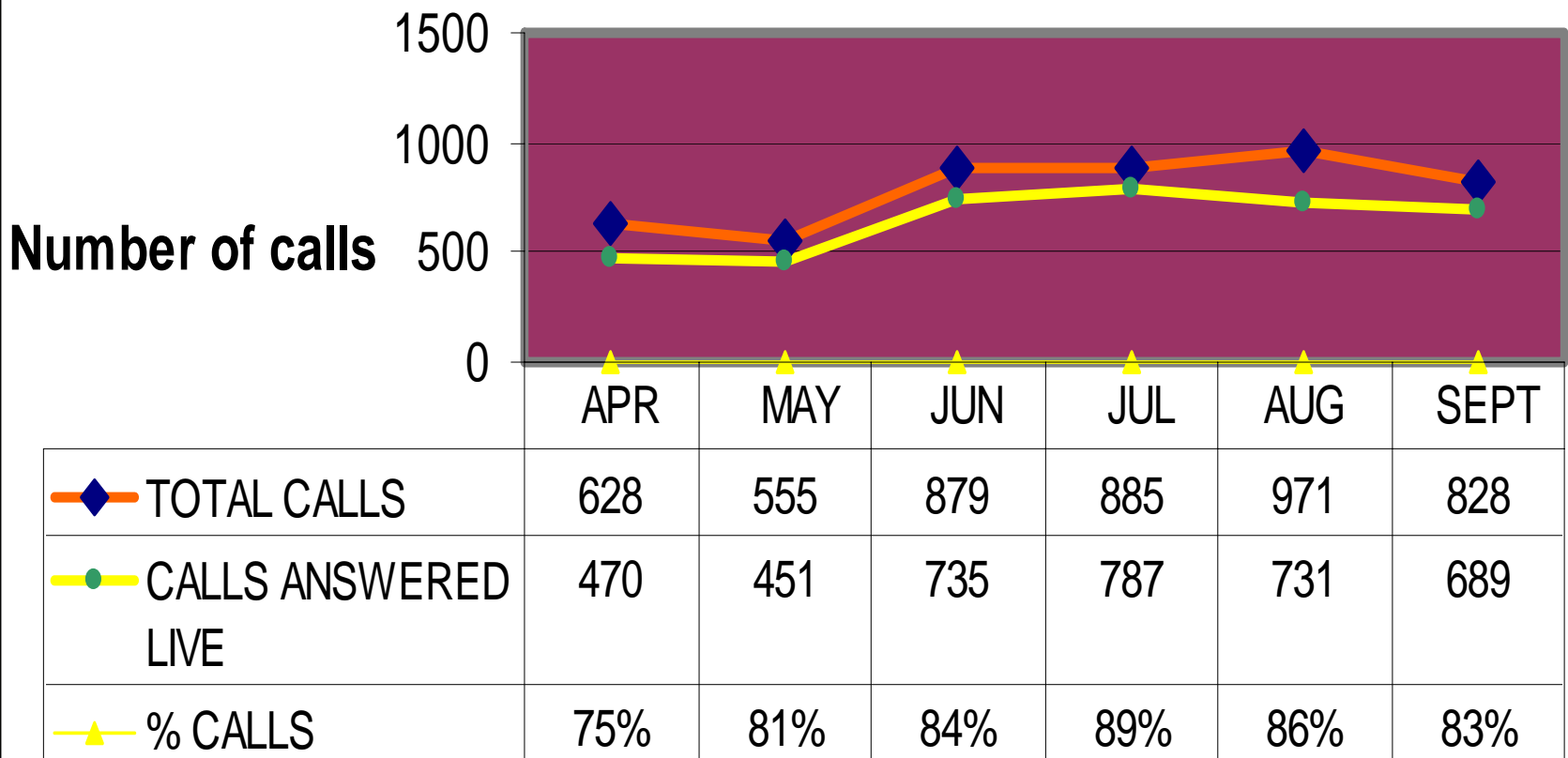


SUCCESS MAKING KEY EVENT

- ◆ **Interdepartmental PTR Team Meeting Where Members Demonstrated Goal Oriented:**
 - ◆ **Commitment**
 - ◆ **Enthusiasm**
 - ◆ **Spirit**
 - ◆ **Cooperation**

RESULTS

CALLS TO ADMISSION



ST. CHRISTOPHER'S INN, INC.

HOME





PLANS FOR FUTURE

- ◆ **Further Improvements in Access to Treatment:**
 - ◆ **Reducing Amount of Paperwork**
 - ◆ **Empowering Additional Personnel to Approve Admissions**
 - ◆ **Identify and Remove Barriers to Treatment**
 - ◆ **Facilitating Medical Clearance for Admission**