



Iowa Department of Public Health: Division of Behavioral Health & Professional Licensure

PROJECT LEADERSHIP	Janet Zwick (Director, Department of Public Health – Division of Behavioral Health & Professional Licensure) Kathy J. Stone (Associate Executive Director/QI Director, Magellan Health Services)
PROVIDER SITES:	Employee and Family Resources (Des Moines) Substance Abuse Treatment of Central Iowa (Marshalltown) The Bridge Counseling Services, Inc. (Winterset) United Community Services (Des Moines)
PARTNERS:	Mid-Eastern Council on Chemical Abuse (Iowa City/Des Moines) Prairie Ridge Addiction Treatment Services (Mason City)

PROJECT DESCRIPTION

Iowa has a mature evidence-based practice implementation initiative and plans to use the NIATx Process Improvement Model to enhance the state’s efforts to improve access and retention. The use of client Walk-Throughs has been helpful in identifying opportunities for the state, Magellan Health Services and providers to improve practices affecting access and retention.

PRIMARY AIM(S) FOR PROVIDER PILOT

- Decrease wait time to services in the outpatient level of care (as measured by time from initial contact to treatment)

STATE ACTIVITIES TO IMPROVE ACCESS & RETENTION

- Identify and review licensing standards that present barriers to access and retention. Areas of interest include: admission, treatment plan, and progress note standards.
- Pilot test eliminating the continuing care review requirements – giving intake personnel more time to conduct intakes.
- Consider modifying incentive formula to facilitate use of process improvement.