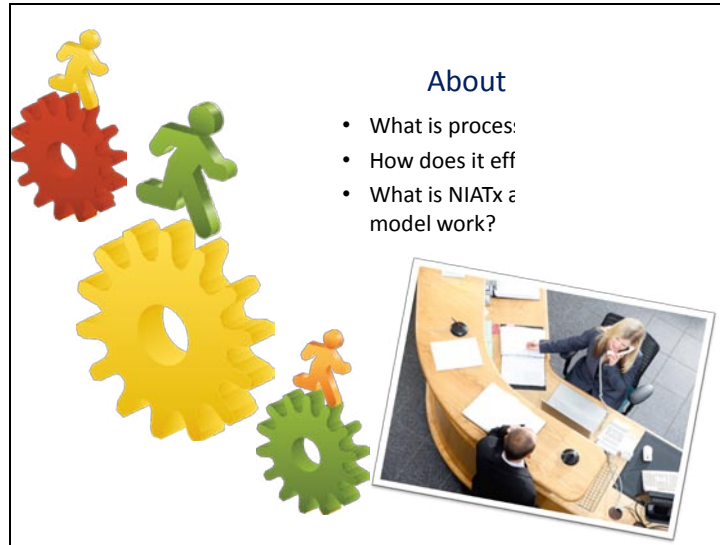


Slide 1



In the introduction to this course, you met Dr. Dave Gustafson and you heard a little bit about the NIATx program.



In this section, we will answer the questions, “What is process improvement?” ... and “how does it ultimately effect your customers?”

We’ll also give you the “10,000 foot” overview of the NIATx program, so you can see how all the pieces work together, to help you achieve success.

Slide 3



Process Improvement, or P.I. as it is often referred to, is simply a means by which we look for ways to make how we do things, better.

Slide 4



People often identify process improvement with industry and assembly lines.

While a great deal of quality improvement know-how and tools have come from the manufacturing sector, the underlying principles can be applied in all types of organizations, including behavioral health care.

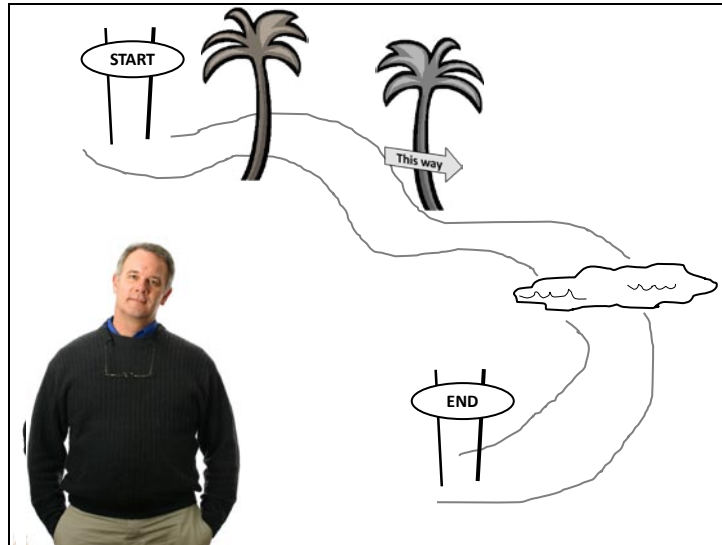
Slide 5



Quality improvement experts tell us that all work is a process.

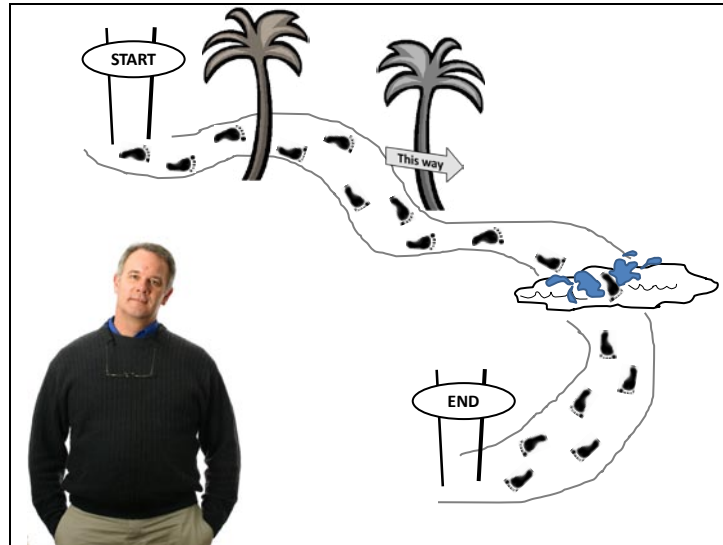
In “process improvement,” we set our focus on one process at a time and try to identify areas that can be improved.

Slide 6



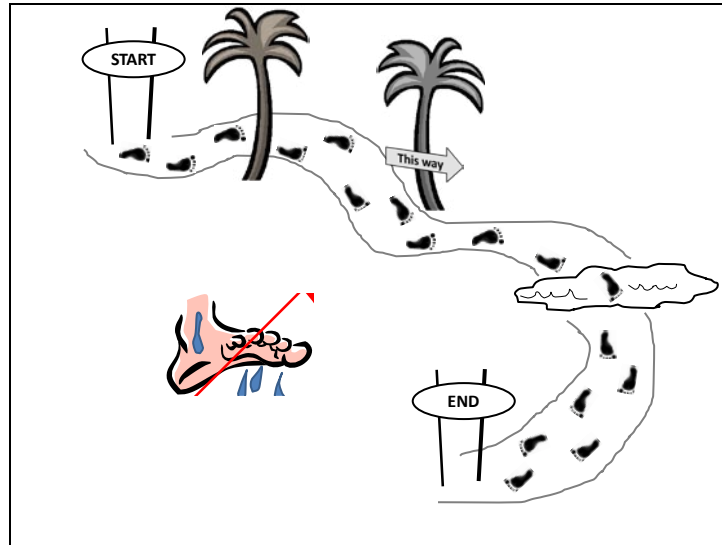
So how do you define a “process?” Well first, it must have a clearly identified beginning and an end point.

Slide 7



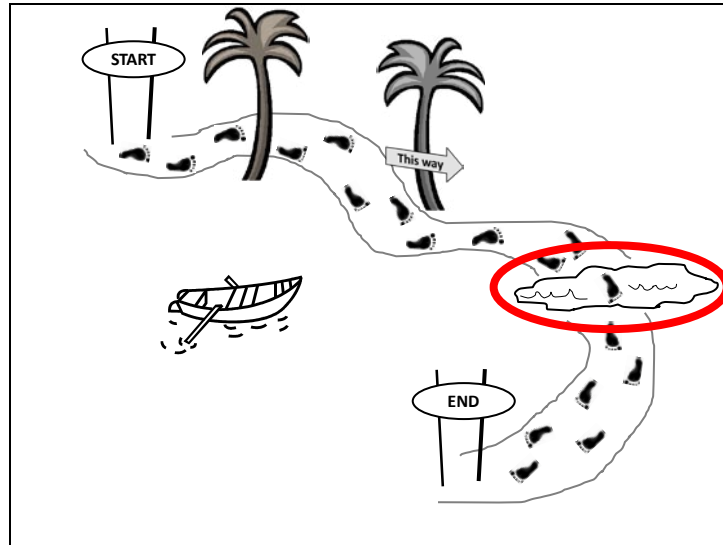
Then, all the individual steps that take place in between, that's the process.

Slide 8



At the end of every process there is an outcome, or some sort of result. If the outcome does not meet the expectations of your organization, or even more importantly, your customer...then it's time for some process improvement.

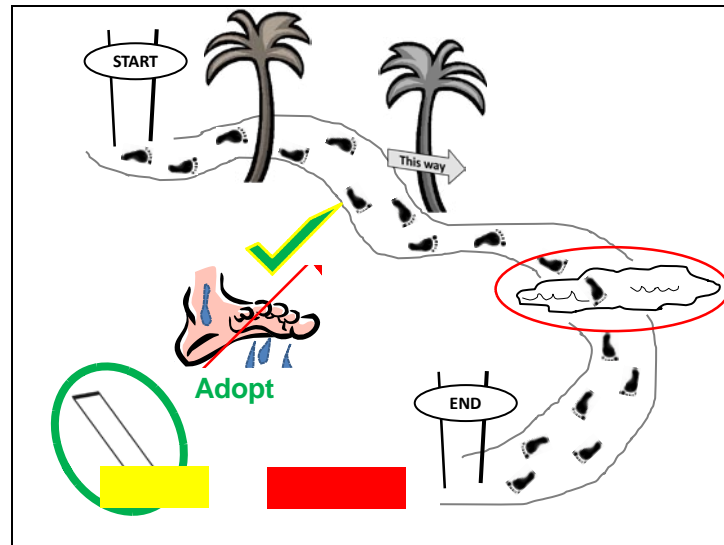
Slide 9



The NIATx approach to process improvement is actually quite simple. First, we walk through the process like a customer would, all the while looking for areas which could be improved. (We'll talk more about this later in the course).

Once we find a problem in the process, we brainstorm possible solutions. Next, we choose one solution to test. It's very important that we only make one change at a time.

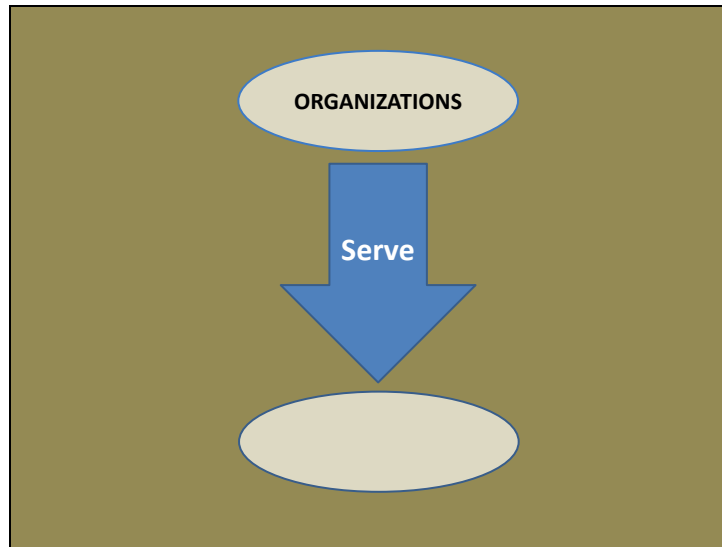
Slide 10




Once we have implemented the change in the process, it's time to test it by going back through the steps from beginning to end, and then study and evaluate the outcome.

If the outcome does not meet expectations, we can adapt the change and test it again, or abandon the idea all together and test a new solution. However, if the outcome meets our improvement goal, we can adopt the change as standard procedure, and move on to another improvement area within the process.

Slide 11



Organizations exist and develop processes to serve customers.



W. Edwards Deming
American Statistician

Poor processes account for 85% of the problems in serving customers.

A startling statistic is that poor processes account for 85 percent of the problems that organizations have in serving their customers.

Slide 13



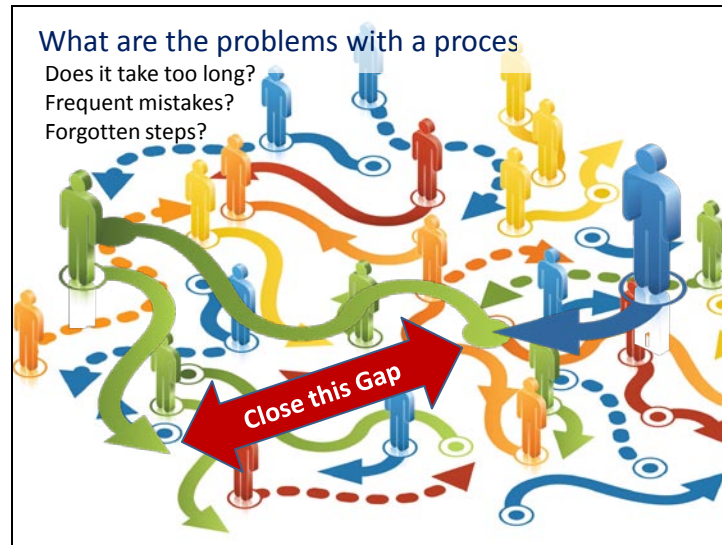
Therefore, an organization that truly wants to serve their customers better, should focus on solving problems *that will improve their processes*.



Before you can serve customers better, it's important to define who they are. The word *customer* is used broadly to include clients and their families and friends, referral sources, payers, and the community—people who are external to your organization. Staff and departments within your organization are sometimes called internal customers.

Our focus will be primarily on external customers, although both kinds of customers are critical to the success of an organizational change.

We typically view staff as *providers* and clients as *customers*. Staff and clients are both part of the process, however, and are both customers and providers at various steps in the process.




Problems occur in a process when there are gaps between what the actual result is, and what the desired performance should be.... For example, a process may take too long or it may not take long enough.

Problems can include missteps and mistakes that happen too often, or important steps that are neglected or forgotten altogether.

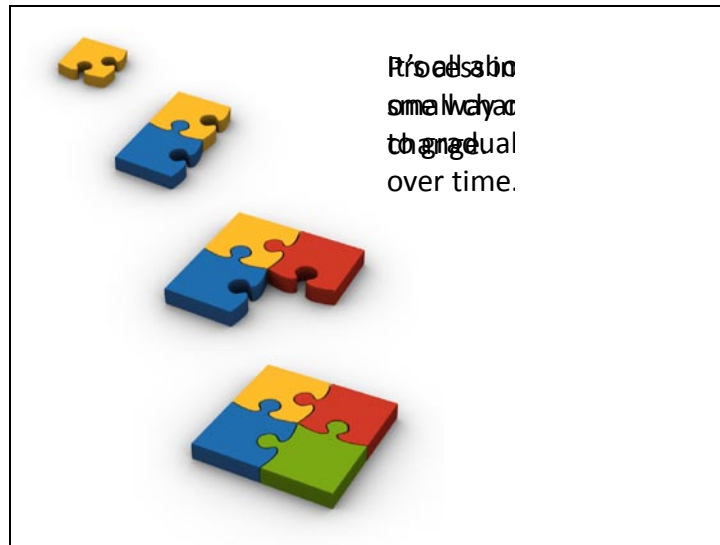
When you can make a change to close this gap, it solves the problem.

How process improvement

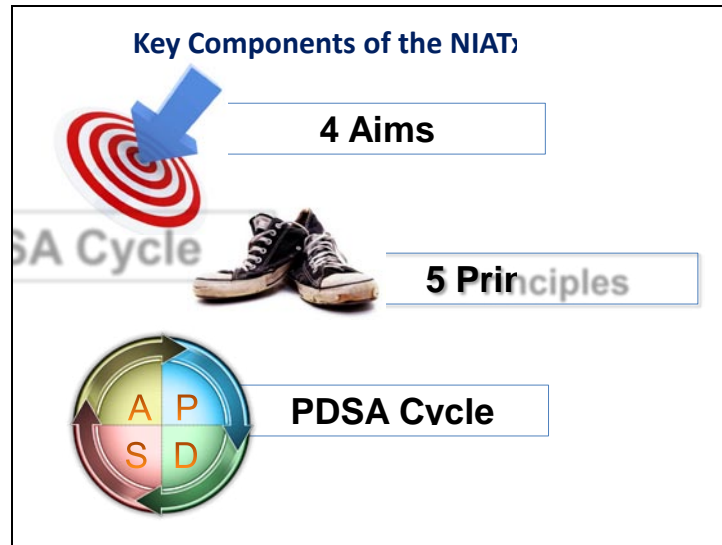


- Customers are served by *processes*
- 85% of customer related *problems* are caused by organizational processes

So now let's bring it all together.... Customers are served by processes. And you learned that most customer-related problems are caused by organizational processes.... So to fix the problem, you must be able to fix the process.



Process improvement is just one way of making change. It's all about testing small changes that lead to gradual improvement over time....sort of like baby steps.



The key components of the NIATx process improvement model are the 4 aims; the 5 principles; and the PDSA Cycle. You'll soon realize that it's actually a simple method as we learn more about each of these components in upcoming sections.



The purpose of NIATx is to improve access to and retention in treatment for clients, while making process improvement part of the culture of an organization.

How do we do this?

Primarily by helping treatment providers to 1) focus on their customer; 2) use simple tools to identify process problems; and 3) use rapid cycle testing to see what solutions really work.

Provider results show that this model is effective.

NIATx National Program Office



- University of Wisconsin -
- The Center for Health Er
Studies (CHES)
- Dr. David Gustafson, Dire

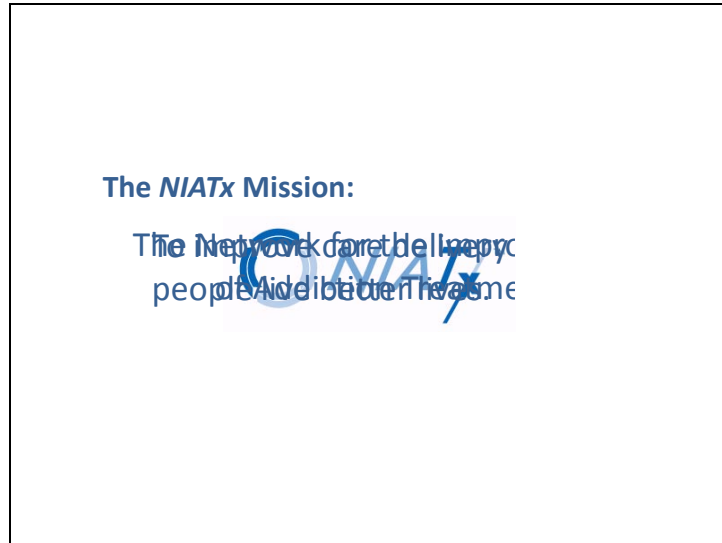
NIATx is based at the University of Wisconsin – Madison. It is part of the Center for Health Enhancement System Studies, under the direction of Dr. David Gustafson, Research Professor of Industrial and Systems Engineering.



Did you know that nationally, less than one out of four people who are addicted to alcohol or drugs receive treatment?

As many as half of the people who do successfully access treatment leave their program, before the full benefit can be realized.


For some people the issue is finances; for others, it is readiness. NIATx has found that often, the real issue keeping clients from treatment is the way in which services are delivered.



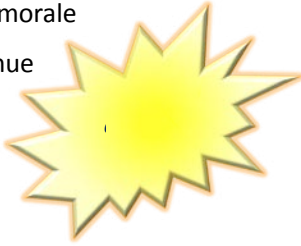
Our mission at NIATx is to improve care delivery to help people live better lives.

Originally, the NIATx acronym stood for the Network for the Improvement of Addiction Treatment. Now we are simply known as NIATx, to reflect our expansion into the broader field of behavioral healthcare.

Benefits of *NIATx* Process Improvement



- Get more people into treatment
- Keep them engaged in treatment longer
- Reduce costs
- Improve staff morale
- Increase revenue



Simple Solutions

In addition to research, NIATx offers collaboratives and training for individuals and organizations in process and system improvement. It's through simple and innovative solutions to serve customers better, that organizations have been able to:

- Get more people into treatment;
- Keep them engaged in treatment longer;
- Reduce costs;
- Improve staff morale,
- And increase revenue....all while using *existing resources* within the organization.



NIATx started in 2003 with 13 substance abuse treatment provider organizations.

Today, we work with more than 1000 payer and provider organizations across multiple projects in all 50 states.

NIATx is trying to help more providers improve the way they deliver service to their customers. We are also expanding into other areas of behavioral health care.



Next steps

Continue to
The Four Aims



The slide features a dark blue header with the NIATx logo, which consists of a circular icon with three curved segments and the text 'NIATx' with a trademark symbol. Below the header, the background is a light blue gradient with faint circular patterns. The text 'Next steps' is in an orange, italicized font. Below it, 'Continue to' is in a smaller black font, followed by 'The Four Aims' in a larger, bold black font. A small black footprint icon is located to the right of the text.

NIATx would like to recognize
Robert Wood Johnson Found
for their financial support in making
online training course possible

Thank you.