

## Average Days from First Contact to First Treatment after Admission at {999} ACME Treatment Agency

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### Report Description:

#### About NIATx

This report is part of a group called the NIATx (Network for the Improvement of Addiction Treatment) Reports. NIATx works with addiction treatment providers to make more efficient use of their capacity and shares strategies for improving treatment access and retention. NIATx works with its member organizations and the field at large to improve treatment through organizational changes that address four aims:

1. To reduce the wait time between a client's first request for service and the first treatment session
2. To reduce client no-shows
3. To increase addiction treatment centers' admissions
4. To increase the treatment continuation rate between the first and the fourth treatment sessions

NIATx members create a culture of process improvement in which treatment center staff uses existing resources to improve services, learn innovative strategies through peer networking, and model organizational improvements in addiction treatment. For more information, visit: [www.NIATx.net](http://www.NIATx.net).

#### Current Report

The current report presents the aim of reduction in wait time for consumers entering **outpatient** treatment. In order to use this report, an agency must be entering transaction type 27s into ICIS, which represent the First Contact. The objective of this measure is to determine the amount of time from the consumer's initial contact with the agency, by phone or in person, until the consumer's first post-admission treatment appointment. See the FY08 ICIS Manual for more information on transaction type 27. The information in this report is shown by month and broken out by satellite, age group and contract source.

#### Definitions

- Average Days represents the average number of days from contact to first post-admission treatment for a given month in days.
- First contacts represents a count of all consumers who had a contact for a given month.
- Admits represents a count of those consumers who had a contact and were admitted within 60 days for a given month.
- First Treatment represents a count of all those consumers who had a contact, were admitted and received a service within 30 days after admission for a given month.
- Days to First Treatment represents the number of episodes falling into each category of length of time between contact and first post-admission treatment. For example, the first column labeled "Same Day" represents a count of all episodes in which the contact and first post-admission treatment occurred on the same day.

#### Notes

If a consumer does not receive a post-admission treatment, then there is no contract source tied to that record. The table labeled "All Records" contains all contacts whether they could be tied to a contract source or not.

An episode consists of a transaction type 27, an admission and a post-admission treatment session within 30 days of admission that was not an assessment.

Drug Court clients have been excluded from the overall total for all contract sources because many agencies have court-imposed timelines and very little control over the admission process. However, data for the Drug Court contract source was included where there was a transaction type 27, admission and a first service under the Drug Court contract source.

## Average Days from First Contact to First Treatment after Admission

**Agency: (999) ACME Treatment Agency**

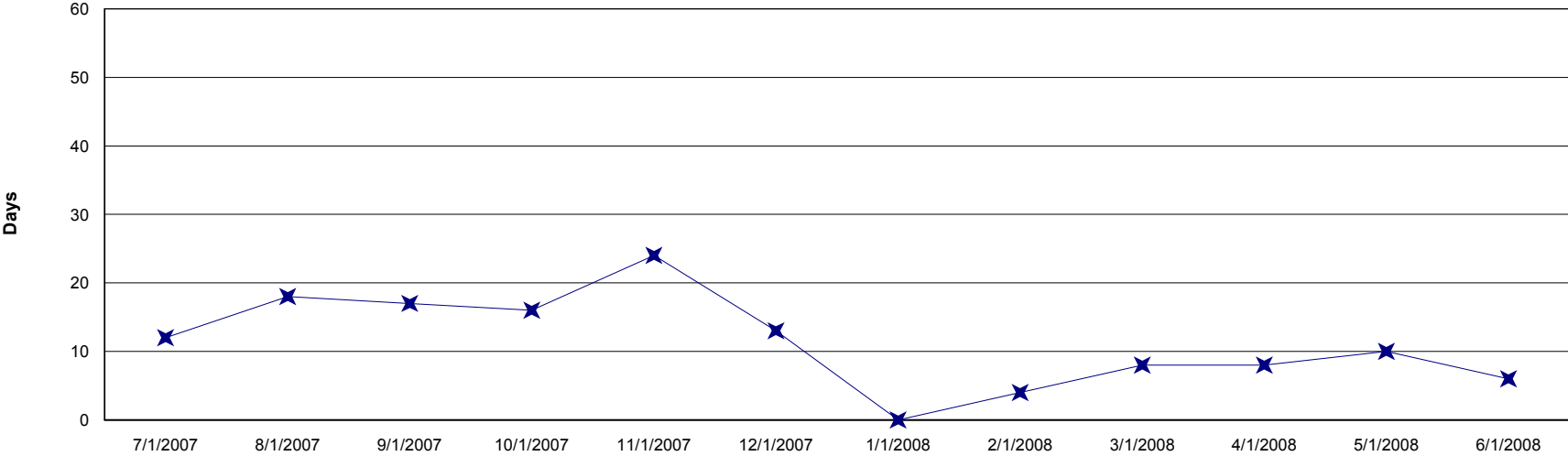
**Satellite: All Satellites**

**Age Group: All Ages**

**Contract Source: All Records**

Month	Average Days	First Contacts	Admits	First Treatment	Days to First Service			
					Same Day	1-7	8-14	15-30
Jul-07	12	33	29	13	1	3	5	4
Aug-07	18	23	23	10	0	2	0	8
Sep-07	17	8	8	4	0	1	1	2
Oct-07	16	26	26	11	1	1	2	7
Nov-07	24	9	9	1	0	0	0	1
Dec-07	13	11	11	6	1	1	0	4
Jan-08	0	16	12	1	1	0	0	0
Feb-08	4	21	21	12	5	4	2	1
Mar-08	8	26	25	16	3	7	5	1
Apr-08	8	24	24	14	3	7	0	4
May-08	10	25	22	13	2	4	5	2
Jun-08	6	26	21	14	2	10	1	1

## Average Days from First Contact to First Service after Admission



\*\*This table includes all contacts, even those for which no contract source was available.