Instructions

NIATx Outpatient Spreadsheet

This document contains instructions for completing and interpreting the NIATx Outpatient Spreadsheet. Use this spreadsheet for all outpatient levels of care.

Note: Use the NIATx Residential Spreadsheet for the residential level of care.

Overview

This NIATx spreadsheet contains six worksheets:

1. *Client Level* **worksheet.** Use this worksheet to enter data about each client. See the *Client Level Worksheet Instructions* below for information about how to enter the data.

2. *Calculations* **worksheet.** This worksheet is used to make intermediate calculations. Do not change anything on this worksheet.

3. *OP* **worksheet. T**his worksheet compiles information from the Client Level worksheet to calculate the NIATx aim measures. The data from this worksheet appears in the Timeliness, Continuation, and Admissions graphs. See the *Outpatient Worksheet Definitions* below for definitions of each measure.

The following graphs are created automatically from the data on the *OP* worksheet to display the measures visually. These graphs can be printed and discussed at your change team meetings along with the *Interpretation Questions* below.

4. **Waiting Time graph**
5. **Continuation graph**
6. **Admissions graph**

Client Level Worksheet Instructions

Collecting Baseline Data

Select one population of clients, within one level of care, at one location, to test the impact of process improvements. When reporting data, ideally include all individuals in the selected population where you will be testing changes.

When collecting baseline data, be sure to collect enough data to generate a representative sample, *before making any changes*. A good rule of thumb is to collect data for at least 40 clients or for 3 months, whichever happens first. Be sure to collect data for *sequential clients*, so that the data will be a representative and a random sample. For example, you may collect data for the next 40 clients who contact your agency requesting treatment, or if you can collect the data retroactively, the last 40 clients who made a first contact requesting treatment. When selecting the starting date, be aware of the possibility that seasonal variations, school vacations, holidays, and weather conditions may affect your data sample.

Be sure to collect data for *all prospective clients* who make a first contact for the specific program you have chosen to test process improvement changes. Please remember to include even those clients who *do not* eventually get admitted into the program. If a client is discharged and then readmitted, enter information about this client again—as a new client, starting with the new first contact date when treatment was requested again.

Updating Data

Update the *Client Level* worksheet at least monthly. Be sure to add dates of clinical assessment, admission, and completion of first through fourth weeks of treatment, for all clients who had a first contact so the measures on the OP worksheet will be current.

Column Definitions

Agency (Cell B2): Enter the name of your agency.

Client # Column A *(a)*: Enter a unique client ID number so that you will be able to add information about this client at a later date. For confidentiality reasons, do not use the client's actual name.

Date of 1st Contact Column B (*b*): Enter the date that the client or referrer (e.g., friend/family member, employer, probation officer, etc.) called to request treatment, using the format MM/DD/YY (e.g., 09/01/09). Requests for directions or information do not count as Date of 1st Contact unless the call specifically involves a request for treatment.

Date of Clinical Assessment Column C (*c*): Enter the date that the client actually had an assessment with a clinician, whether it was scheduled in advance or a walk-in appointment, using the format MM/DD/YY (e.g., 09/01/09). If an assessment is done at another agency, perhaps even prior to contacting your agency, enter the date of the first appointment with a clinician at your agency.

Level of Care (Always OP) Column D *(d)*: The value for this column is always OP, whether intensive outpatient, day treatment, outpatient, or continuing care.

Date of Admission Column E (e): Enter the date of admission using the format MM/DD/YY (e.g. 09/01/09). Use the definition of admission for your agency.

Date of 1st Treatment Session (post-admission) Column F *(f)*: Enter the date of the first treatment session the client attends after having been admitted, using the format MM/DD/YY (e.g., 09/01/09). This session may either be a group therapy session or a one-on-one/individual session.

Date of 2nd Treatment Session Column G *(g)*: Enter the date of the second treatment session, using the format MM/DD/YY (e.g., 09/01/09). This session can either be a group therapy session or a one-on-one/individual session. It needs to be a distinct date from the first treatment session.

Date of 3rd Treatment Session Column H *(h)*: Enter the date of the third treatment session, using the format MM/DD/YY (e.g., 09/01/09). This session can either be a group therapy session or a one-on-one/individual session. It needs to be a distinct date from the second treatment session.

Date of 4th Treatment Session Column I *(i)*: Enter the date of the fourth treatment session, using the format MM/DD/YY (e.g., 09/01/09). This session can either be a group therapy session or a one-on-one/individual session. It needs to be a distinct date from the third treatment session.

Note: Complete the Date of Discharge and Successful Completion of Tx Episode columns only if you wish to track treatment completion.

Date of Discharge Column J *(j)*: Enter the date that the client was discharged from the program using the format MM/DD/YY (e.g., 09/01/09).

Successful Completion of Tx Episode; 1 = Yes; 2 = Other: Column K *(k)* – Enter 1 if the client completed treatment successfully, as defined by the agency. For discharges for any other reason than successful treatment completion, including administrative discharge, enter 2.

Outpatient Worksheet Definitions

# of First Contacts for this Level of Care: The total number of first contacts requesting treatment for this level of care during this month.

# of Clinical Assessments for this Level of Care: The total number of clients who made their first contact during this month who had clinical assessments.

Number of Admissions: The number of clients who made their first contact during this month who were admitted.

# of clients completing 1st Treatment Session: The number of clients who made their first contact during this month who attended a first treatment session after being admitted.

# of clients completing 2nd Treatment Session: The number of clients who made their first contact during this month who attended a second treatment session.

# of clients completing 3rd Treatment Session: The number of clients who made their first contact during this month who attended a third treatment session.

# of clients completing 4th Treatment Session: The number of clients who made their first contact during this month who attended a fourth treatment session.

# of clients completing 4th Treatment Session within 30 days: The number of clients who made their first contact during this month who attended a fourth treatment session *within 30 days of the first treatment session*.

# of clients with Successful Treatment Completion: The number of clients who made their first contact during this month who successfully completed treatment, as defined by the agency.

Waiting Time

# of Days between First Contact and Clinical Assessment: The average number of days between first contact and clinical assessment for clients who made their first contact during this month.

Sum of (Date of Clinical Assessment – Date of 1ˢᵗ Contact)
(Number of Clinical Assessments)

# of Days between Clinical Assessment and 1st Treatment Session: The average number of days between clinical assessment and 1st treatment session (post-admission) for clients who made their first contact during this month. A treatment session represents an individual or group session.

Sum of (Date of First Treatment Service (Post-admission) – Date of the Clinical Assessment)

(Number of Clients Completing First Treatment Session)

# of Days between First Contact and 1st Treatment Session: The average number of days between first contact and 1st treatment session (post-admission) for clients who made their first contact during this month. A treatment session represents an individual or group session. To determine whether the biggest waiting time is between first contact and assessment or between assessment and the first treatment session, look at the # of Days between First Contact and Clinical Assessment and # of Days between Clinical Assessment and 1st Treatment Session values.

Sum of (Date of First Treatment Service (Post-admission) – Date of First Contact)

(Number of Clients Completing First Treatment Session)

Continuation

% Continuation from 1st Contact to Clinical Assessment: the percentage of clients who made their first contact during this month who continued to have a clinical assessment.

(Number of Clinical Assessments) *(Number of First Contacts)*	*X 100*

% Continuation from Clinical Assessment to Admission: the percentage of clients who made their first contact during this month who had a clinical assessment and were admitted.

(Number of Admissions) *(Number of Clinical Assessments)*	*X 100*

% Continuation from Admission to 1st Treatment: the percentage of clients who made their first contact during this month who continued from admission to a 1st treatment session post-admission.

(Number of clients completing 1st Treatment Session) *(Number of Admissions)*	*X 100*

% Continuation from Admission to Fourth Treatment: the percentage of clients who made their first contact during this month who continued from admission to the fourth treatment session. To identify the point where clients drop out of treatment most often, look at the number of clients completing first, second, third, and fourth treatment sessions.

(Number of clients completing 4th Treatment Session) *(Number of Admissions)*	*X 100*

% Continuation from Admission to Fourth Treatment within 30 days: the percentage of clients who made their first contact during this month who continued from admission to a fourth

treatment session *within 30 days of the first treatment session*. Compare this measure with %
Continuation from Admission to Fourth Treatment to determine whether clients are indeed
continuing to a fourth session, even if it's not within 30 days of the first treatment session.

(Number of clients completing 4th Treatment Session within 30 days) *(Number of Admissions)*	*X 100*

% Continuation from Admission to Successful Treatment Completion: the percentage of clients who
made their first contact during this month who continued from admission to successful treatment
completion (as determined by the agency).

(Number of clients with Successful Treatment Completion) *(Number of Admissions)*	*X 100*

Interpretation Questions

What does the data reveal? Start by looking at the graphs on the Waiting Time, Continuation, and Admissions worksheets.

1. **About trends over time:** Has there been an increase, decrease, or no change?

   - Has the *waiting time* (number of days between first contact and admission) decreased?
   - Has *continuation* to from admission to completing 4 weeks in treatment increased?
   - Has the number of *admissions* increased?

2. **About aim measures:** For more detail, look at the OP worksheet.

   - **Waiting Time**: Look at the OP worksheet, measures 10-11. Where is the biggest waiting time delay—between first contact and assessment or between assessment and the first treatment session?

   - **Continuation**: Look at the OP worksheet, measures 3-8, for the number of clients completing each week of treatment. At which point do the most clients drop out of treatment?
     Between admission and completing one week of treatment?
     Between first and second weeks of treatment?
     Between second and third weeks of treatment?
     Between third and fourth weeks of treatment?

3. **About the impact of Change Projects:**

   - Looking at the changes that were implemented and dates, what was the impact on the aim?
   - Was the goal achieved? (If not, stick with the aim until the goal is achieved.)
   - Were the gains sustained?

4. **About additional questions to ask:**

   - Does the data make sense? Does it look accurate? (For example, are there negative numbers or error messages like "#VALUE!"? If yes, look at the Client Level worksheet and check that the year is correct and the dates in each column precede dates in subsequent columns.)

   - Which aim should be the focus of future process improvement efforts? Improvements achieved by many other NIATx agencies include:

     - Waiting time from first contact to the first treatment session: within 24-48 hours
     - No-shows to admission appointment: less than 20 percent
     - Continuation from admission to the fourth week of treatment: greater than 70 percent