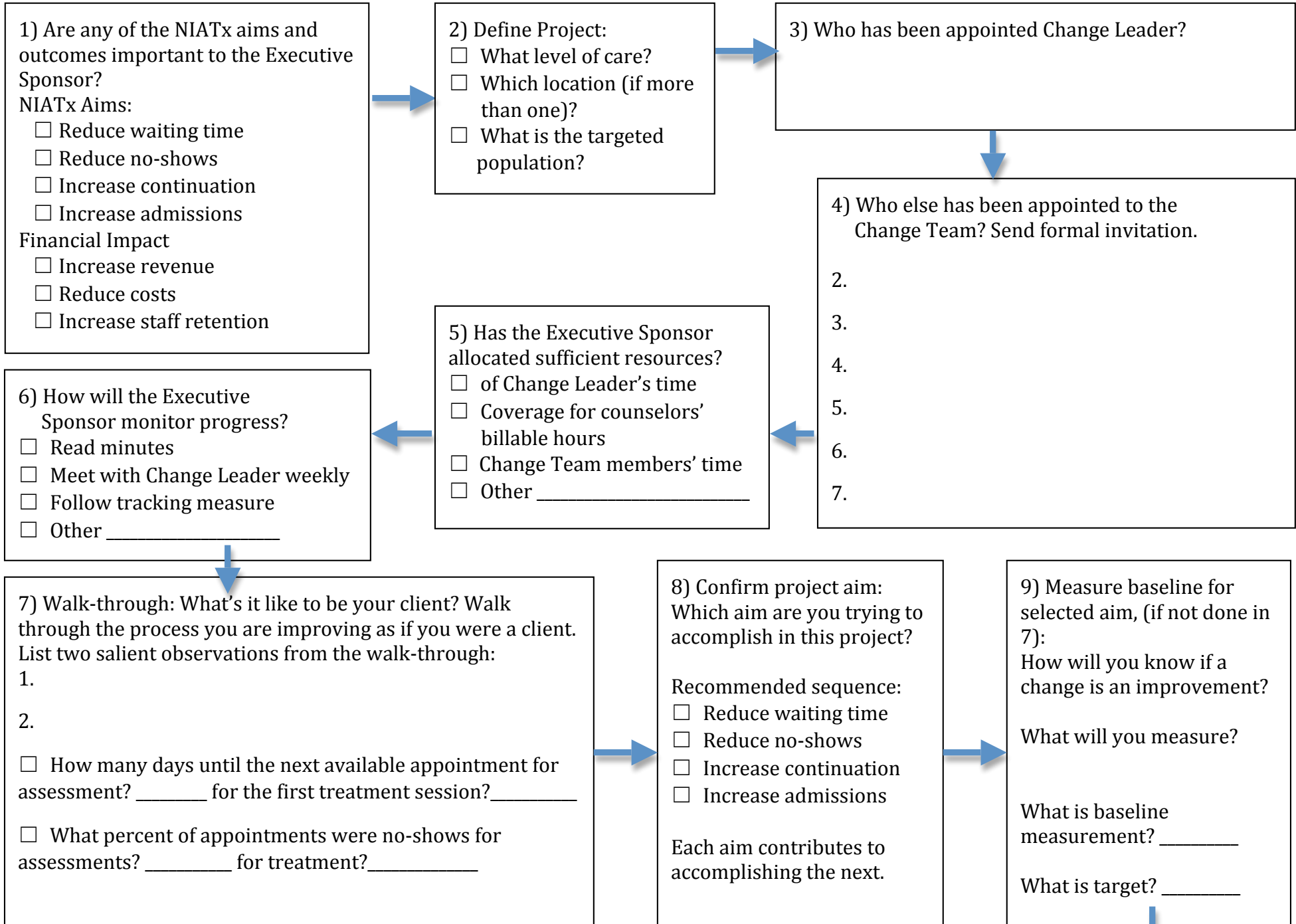# The NIATx Way – Start Up

Date: _____

1) Are any of the NIATx aims and outcomes important to the Executive Sponsor?
NIATx Aims:
- ☐ Reduce waiting time
- ☐ Reduce no-shows
- ☐ Increase continuation
- ☐ Increase admissions

Financial Impact
- ☐ Increase revenue
- ☐ Reduce costs
- ☐ Increase staff retention

2) Define Project:
- ☐ What level of care?
- ☐ Which location (if more than one)?
- ☐ What is the targeted population?

3) Who has been appointed Change Leader?

4) Who else has been appointed to the Change Team? Send formal invitation.

2.

3.

4.

5.

6.

7.

5) Has the Executive Sponsor allocated sufficient resources?
- ☐ of Change Leader's time
- ☐ Coverage for counselors' billable hours
- ☐ Change Team members' time
- ☐ Other _____

6) How will the Executive Sponsor monitor progress?
- ☐ Read minutes
- ☐ Meet with Change Leader weekly
- ☐ Follow tracking measure
- ☐ Other _____

7) Walk-through: What's it like to be your client? Walk through the process you are improving as if you were a client. List two salient observations from the walk-through:
1.

2.

☐ How many days until the next available appointment for assessment? _____ for the first treatment session?_____

☐ What percent of appointments were no-shows for assessments? _____ for treatment?_____

8) Confirm project aim: Which aim are you trying to accomplish in this project?

Recommended sequence:
- ☐ Reduce waiting time
- ☐ Reduce no-shows
- ☐ Increase continuation
- ☐ Increase admissions

Each aim contributes to accomplishing the next.

9) Measure baseline for selected aim, (if not done in 7):
How will you know if a change is an improvement?

What will you measure?

What is baseline measurement? _____

What is target? _____

The NIATx Way – Test and Sustain

Date: _____

10) What practices hold promise for accomplishing the selected aim in your setting? Refer to list of promising practices. Add to the list.

1.

2.

3.

4.

5.

11. PLAN (P)
What promising practice is to be tested?

DO (D)
What steps are you specifically taking to test this promising practice?
Who is responsible to do what, when?

ACT (A)
What is your next step?
☐ Adapt - Repeat PDSA cycles until this promising practice can be abandoned or adopted.

☐ If abandoned – Select another promising practice to test.

☐ If adopted - Has the aim been accomplished yet?

NO - Test Another Practice

YES - Move to Sustain Gain

STUDY (S)
What are the results? How do they compare with the baseline measure?
Was the promising practice tested as planned?

12) How did these promising practices improve the bottom-line?
☐ Reduce costs?
☐ Increase revenue?
☐ Increase staff retention?

13) How can you sustain the gains?
☐ Appoint Sustain Leader
☐ Select target sustain measure
☐ Plan for relapse
☐ Plan for staff turnover
☐ Other _____

14) How can you tell your story?
☐ Storyboard
☐ PowerPoint
☐ Elevator Speech
☐ Other _____

15) What project is next? (Go back to 1.)