



Iowa Dept. of Public Health

Theme: Myth vs. Reality

Goal: Improve Efficiency and Reduce Intake and Assessment Paperwork

Aim: Focusing on intake and assessment paperwork at five pilot providers sites in order to increase admissions and continuation.

Change Team Members

Janet Zwick, Executive Sponsor

DeAnn Decker, Change Leader

G. Dean Austin, Bureau Chief, Licensure

Cynthia Kelly, Licensure Surveyor

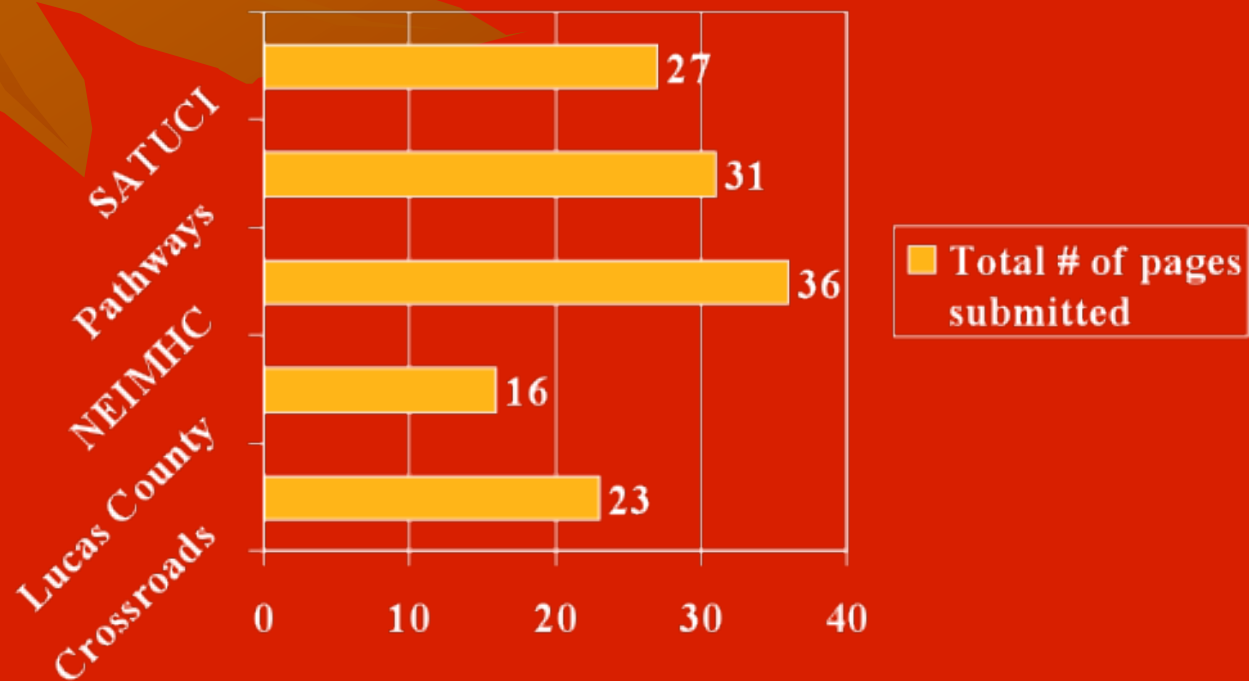
Jeff Gronstal, Licensure Surveyor

Gena Hodges, Treatment Consultant

Change Cycle

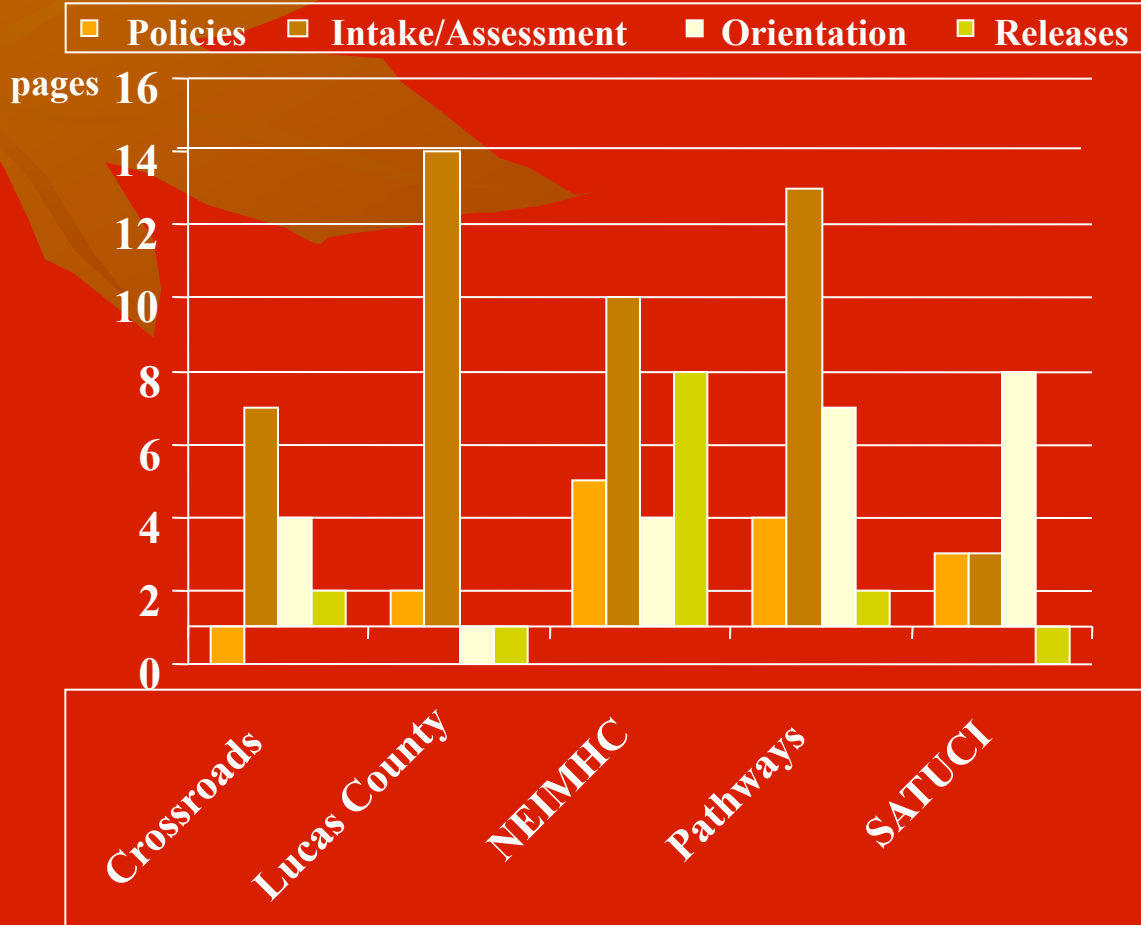
- **Assembled change team.**
- **Discussed change project and history of the problem.**
- **Chose (5) providers.**
- **Mailed letters to providers asking them to participate.**
- **Providers sent in intake and assessment, policies and procedures, and paperwork.**
- **Agencies information was received and review packets assembled.**
- **Licensure team compared submissions with Iowa Licensure Standards.**
- **Change team met to review findings and next steps.**

Paperwork Submitted

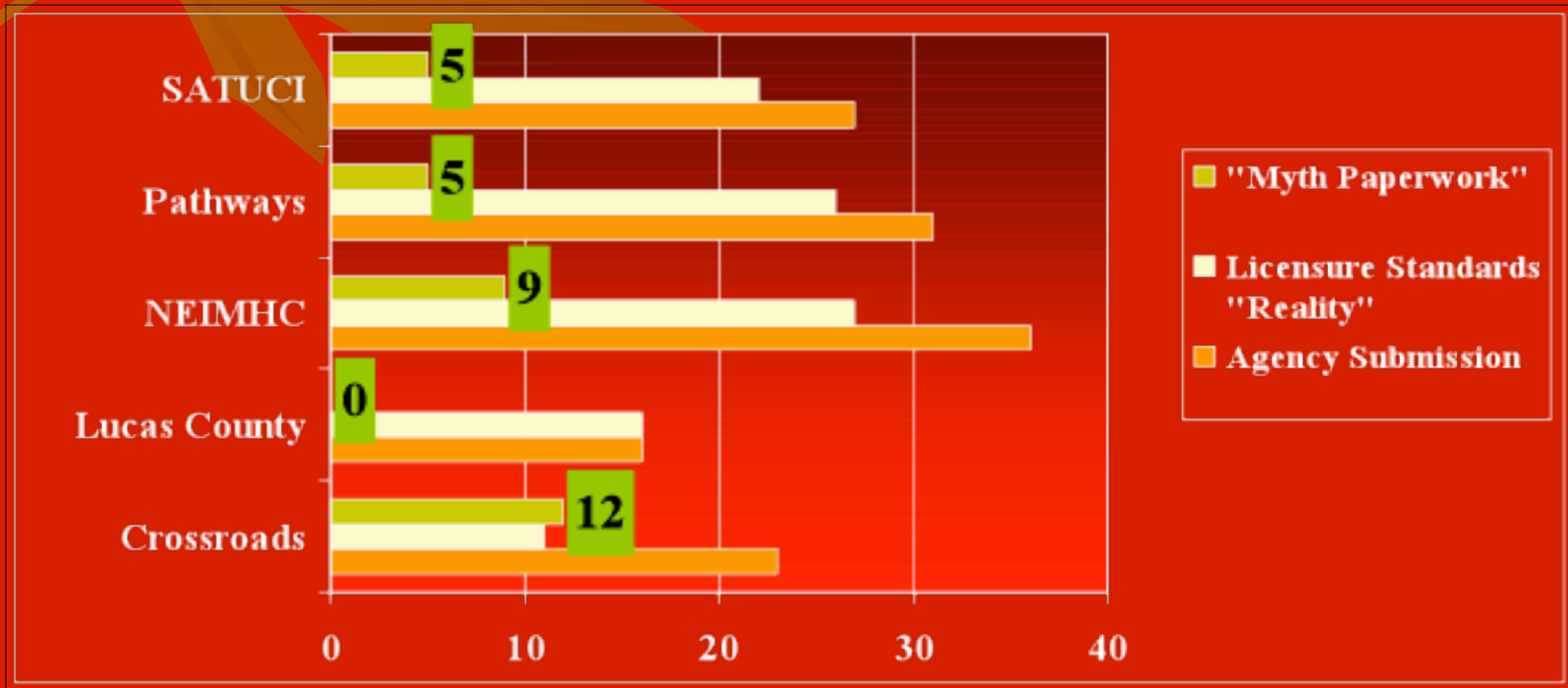


Change Team Review of Paperwork

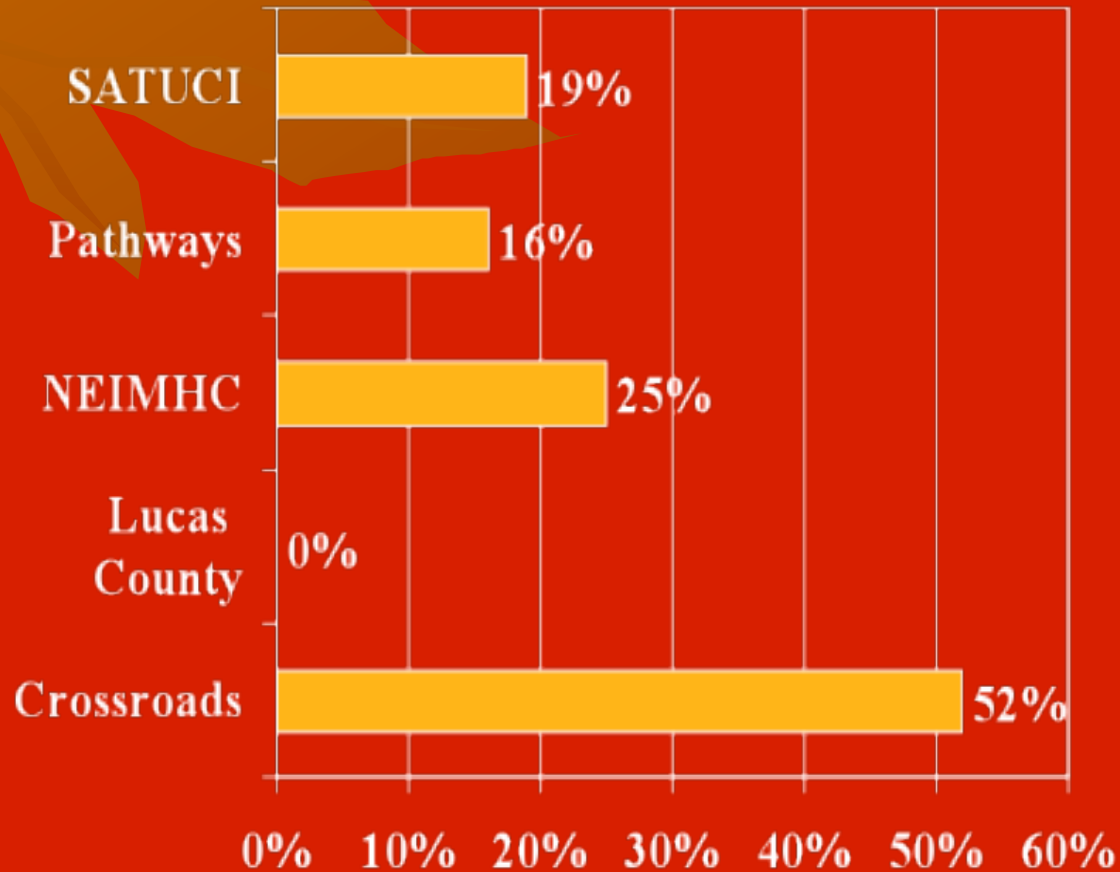
Breakdown of Items Requested



Change Teams Comparison of Myth Vs. Reality Paperwork



Percent of Paperwork Submitted By Agencies Not Necessary By Licensure Standards



Results/Action / Lessons Learned

✓ **Findings**

- ★ Myth = 22 percent
- ★ Many items submitted were required.
- ★ Reviewers found extra sheets but were good quality.

✓ **Feedback to Providers**

- Sending licensure requirements for intake and assessment.
- Pointing out items not required
- Administrative rules are the bare minimum set the floor for the standards.
- Agencies had materials turned in on time.

✓ **Key Lessons Learned**

1. Mandatory for the agency doesn't mean mandatory by Licensure Standards.
2. What you ask for isn't always what you get.
3. A formal letter from the state may alert agencies to be selective on what submitted.
4. Going in person as a client gives more realistic outcomes.
5. Pilot agencies are administering intakes/assessments beyond the minimum standards.

Future Goals and Direction

1. Continue to assemble individualized feedback letters.
2. Follow up approximately 45 days after letters are mailed out.
3. Share outcomes while protecting agencies anonymity.

The Change Team decided they would like to try this same project on five new agencies that have not been involved in any NIATx activities.