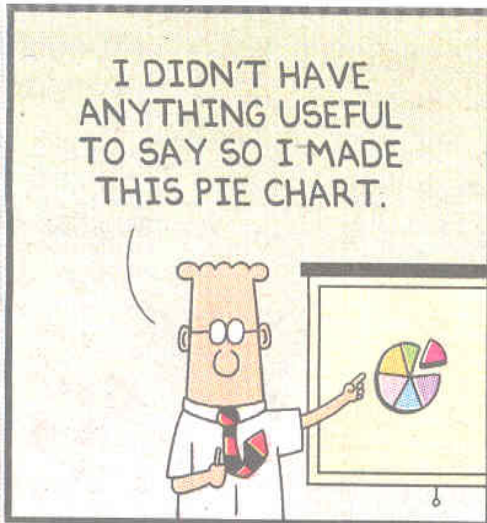




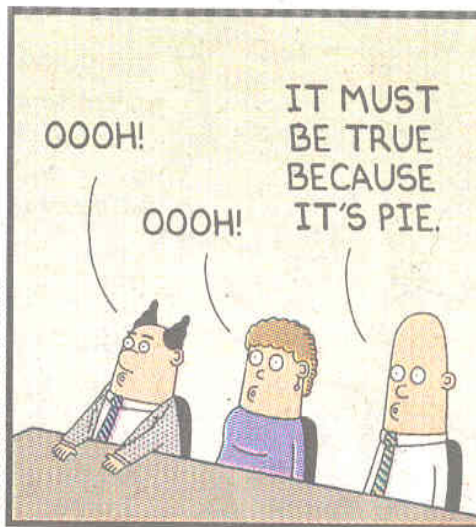
**The Maine Learning
Collaborative -
Cultural Shifts & Impact**

★ STAR-SI

DILBERT by Scott Adams



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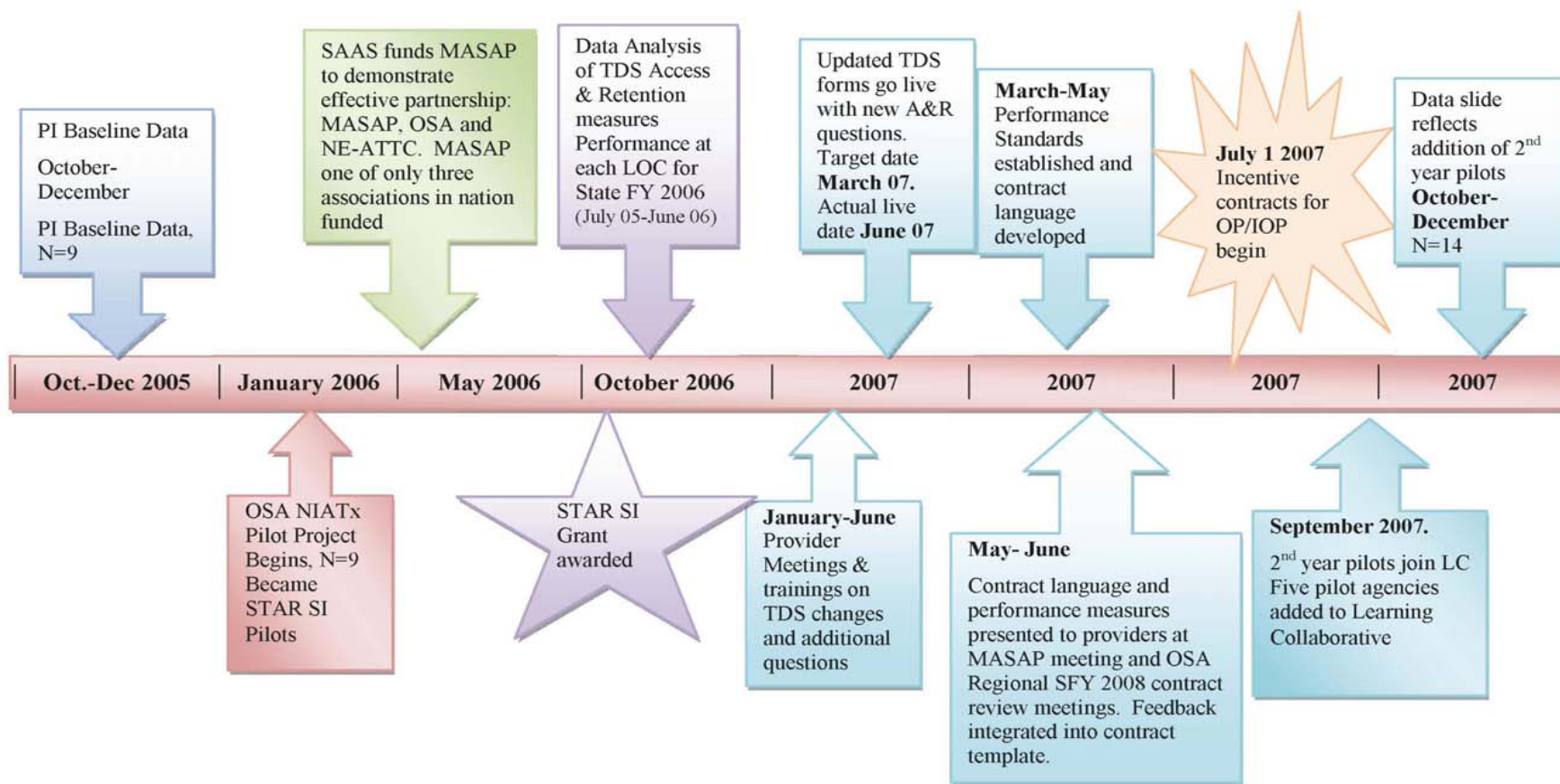


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AIMS (Plan)

- Institutionalize emphasis on access and retention

Maine Timeline



 **STAR-SI**

PDSA Change Cycles (Do)

- Began with outpatient settings but spread to other levels of care



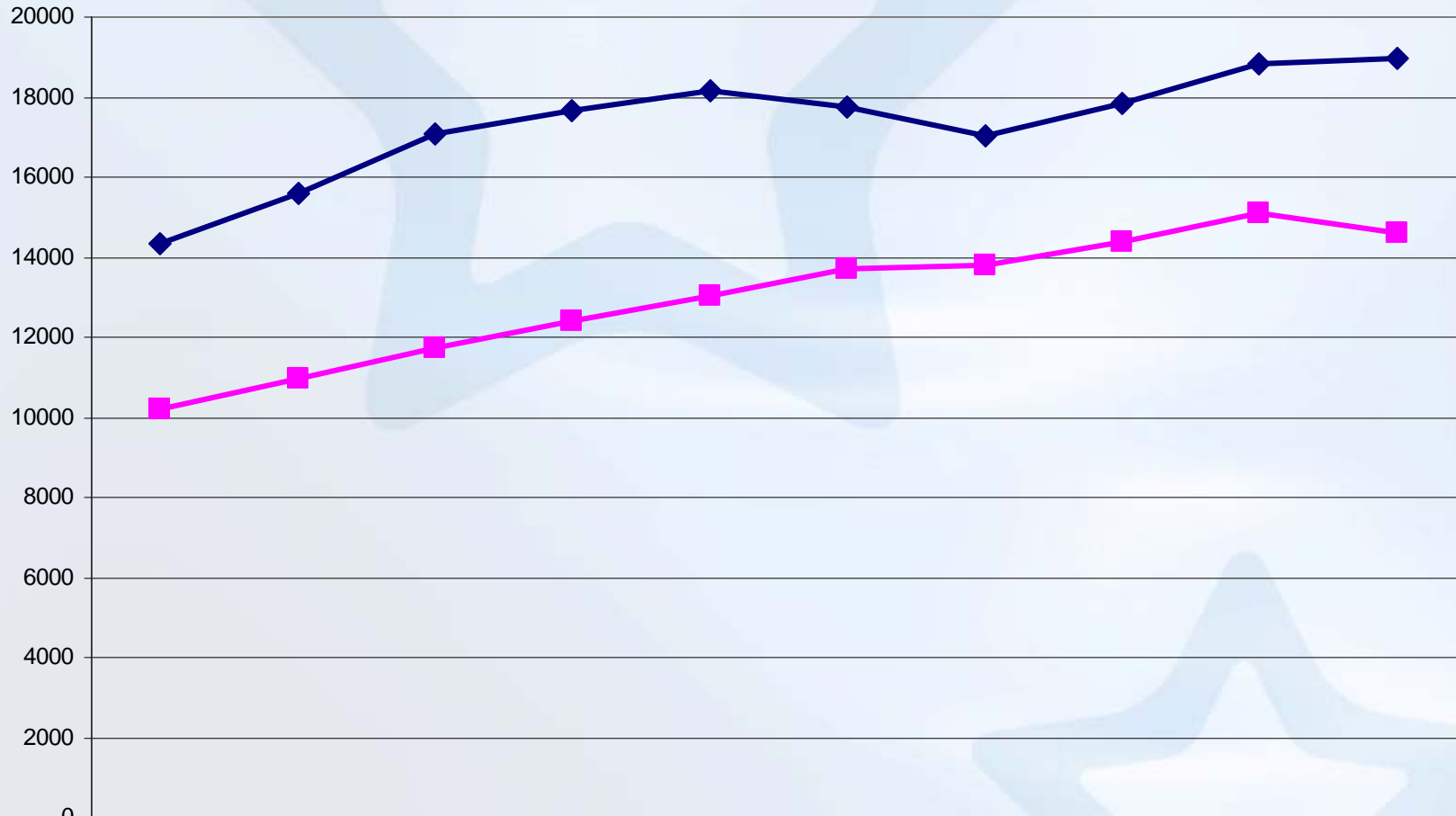
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Results (Study)

- Identified common & shared AIMS and ACCOUNTABILITY
- Increased transparency
- Provided positive role models (coaching/recovery support)

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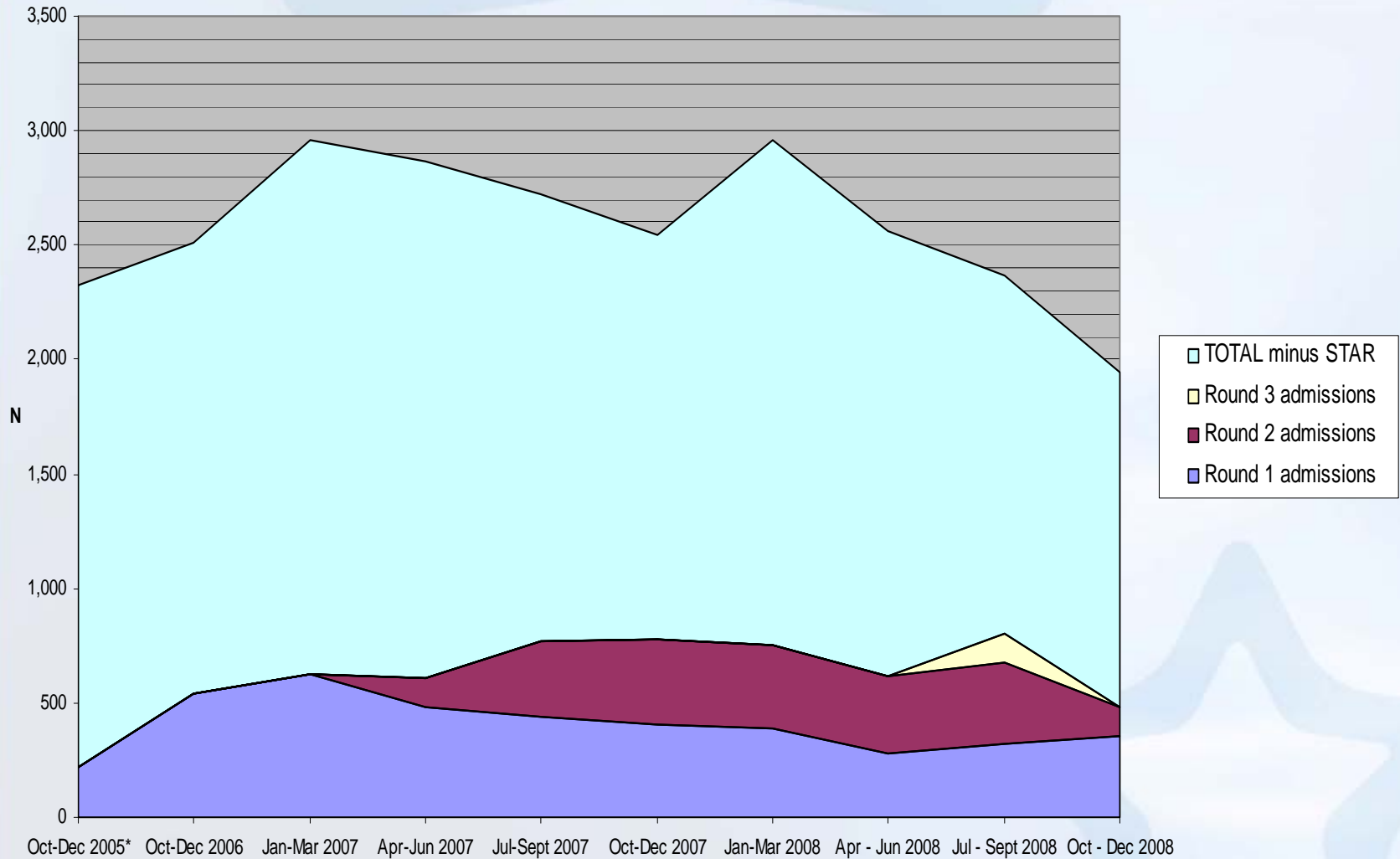
Treatment admissions in Maine, All service settings, SFY 1999-2008



◆ Admissions	14356	15595	17096	17666	18151	17744	17054	17849	18811	18951
■ Clients	10187	10953	11743	12419	13043	13697	13796	14385	15104	14622

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Number of OP/IOP admissions in Maine





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Next Steps (Act)

- Implement access, retention, and MAT non-discrimination language into contracts for all purchased services;
- Monitor and provide feedback to all entities we purchase services from;
- Reward performing agencies with multi-year contract renewals;
- Support and sustain focus on access and retention while diffusing to all services



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IMPACT (Business Case, Lessons Learned)

- Met aims without new money or more money; low cost investment with big returns
- Increased satisfaction and improved provider relations
- Providers identify real issues for the state to address – Admin burden, OUI Access – and working on these improves both services and relationships



Pushing to the Next Level

How to manage and use data from agencies that indicates they are either under-performing, inconsistently performing or not performing at all?

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The Key to Life is Balance