Objectives

1. List at least 5 different business benefits that can be derived from PI

2. Understand 3 ways to assess the business impact of PI

3. Identify at least 2 potential fiscal, organizational or treatment outcome impacts of using PI strategies
What do we mean by the “business case”? 

Process improvements can impact your:

a. Financial bottom line
b. Organizational climate
c. Efficiency and productivity
d. Relationship with referral sources
e. Staff retention
f. Client satisfaction
g. Treatment outcome
Financial Bottom Line

- **Admissions** can increase
- **Billable service hours** can increase
- **A greater number of sessions** can be provided
- **Contracts** can increase in number and magnitude
- **Others???
Organizational Climate

- Staff members feel more involved
- Improvement data engenders a sense of pride
- Positive change tends to breed interest in more improvement
- Others???
Efficiency and Productivity

• Reducing no-shows increases direct service hours
• Better access can bring in more admissions
• Improved continuation yields more billable services
• Reduced paperwork liberates more clinical hours
Relationships with Referral Sources

- Become **more accessible** to referrals
- Trust in the agency’s **quality and effectiveness** tends to increase
- Become a “**preferred provider**” to referral sources
- **Communication improves** and referrals increase
Staff Retention

• Staff members who **view themselves as vital** are likely to stay

• Staff whose contributions are **recognized and appreciated** are more likely to stay

• Staff who view the organization as **successful in carrying out its mission** are more likely to stay
Client Satisfaction

• Clients are sensitive to good service
• Clients who value the care they receive are more likely to stay in treatment
• Efficient processes are more rewarding and professional
• Satisfied customers stay and encourage others to stay
Treatment Outcome

- Clients who **stay longer** in treatment are more likely to have **better outcomes**
- Clients who have **good attendance** are more likely to continue and **benefit** from treatment
- Clients who participate in **more treatment sessions** are more likely to show **measurable progress**
Making the Business Case

How do you do it?
So, how do you make the business case?

1. After 1 or 2 years, **compare** pre-process improvement **financial data** with current income

2. **Survey staff reactions** to participating in process improvement activities

3. **Survey referral sources** to determine if their needs are being met more effectively

4. Compare **admissions data**
...more ways to make the business case

5. Compare **staff retention** rates (pre- vs post- PI)

6. **Survey client assessment** of business and treatment practices

7. Develop a way of **comparing** client drug use, health, living circumstance, income, employment and criminal justice involvement **pre- and post-treatment**
At your tables…

1. Take one potential impact of PI.
2. Identify at least 3 ways to measure that impact that would be important to you.
3. Present your ideas in a way that will help the group understand how important you believe your measures to be.
What ideas do you have for assessing the business case for process improvement?

- Financial bottom line
- Organizational climate
- Relationship with referral sources
- Staff retention
- Client satisfaction
- Treatment outcome
- Other indicators important to agency
Steps to the Business Case

Clinical Quality

• Reduce waiting time,
• Better access,
• Improved continuation rates,
• More positive relationships with referral agencies

Process Improvement Cycles

Reduce Waiting & No-Shows • Increase Admissions & Continuation

www.NIATx.net
Steps to the Business Case

Clinical Quality ➔ Financial Gains

Process Improvement Cycles

Reduced Waiting Times lead to Increase in Paying Customers
Steps to the Business Case

Clinical Quality ➔ Financial Gains

Non-Clinical Quality and Efficiency

Process Improvement Cycles

Reduced paperwork leads to reduction in intake time which leads to lower cost per intake

www.NIATx.net
Reduce Waiting & No-Shows • Increase Admissions & Continuation