

Daybreak

Adolescent Treatment Program

Outpatient Services

500 teens per year

Inpatient Services in
Spokane and Vancouver
Washington

300 Admission Per Year

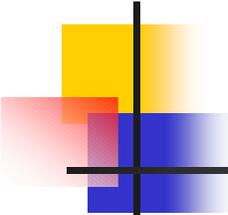


Daybreak Outpatient

Average Client



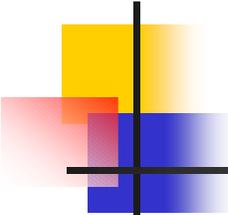
- 15 Years of Age
- Primary Drug Problem: Marijuana and Alcohol
- Referral from Parents, School and/or Courts



Aims Addressed

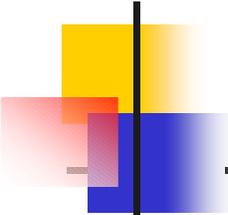
- 1. Decrease the days from initial contact to first treatment session.
- 2. Increase the retention rate across appointments.





Why These Goals?

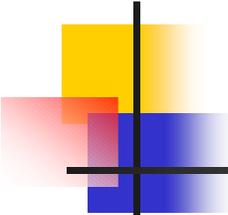
- -Receptionist reported that many parents were clearly disappointed when told that they would have to wait for a call-back from a counselor to set up the assessment appointment.
- -Elapsed time between first contact and first session had been 13.4 days.
- -We had a 15% no show rate for assessments and 40% of our clients left treatment within the first month.



Changes Made (Change 1)

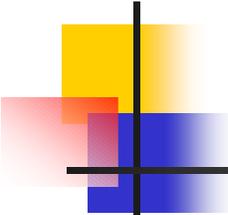


- Receptionists obtained assessment time-slots from all the counselors, eliminating the wait time for counselors to call to set up appointments.
- Goal was to set up assessments within 24 hours of initial call.



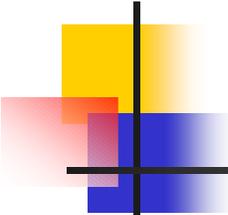
Change 2

- Hypothesizing that the parents of our teen clients were the real 'customer' at least at the onset of treatment, we decided to put greater effort into engaging parents.
- We set up a Study Group and a Control Group consisting of clients entering treatment during a one week period of time.



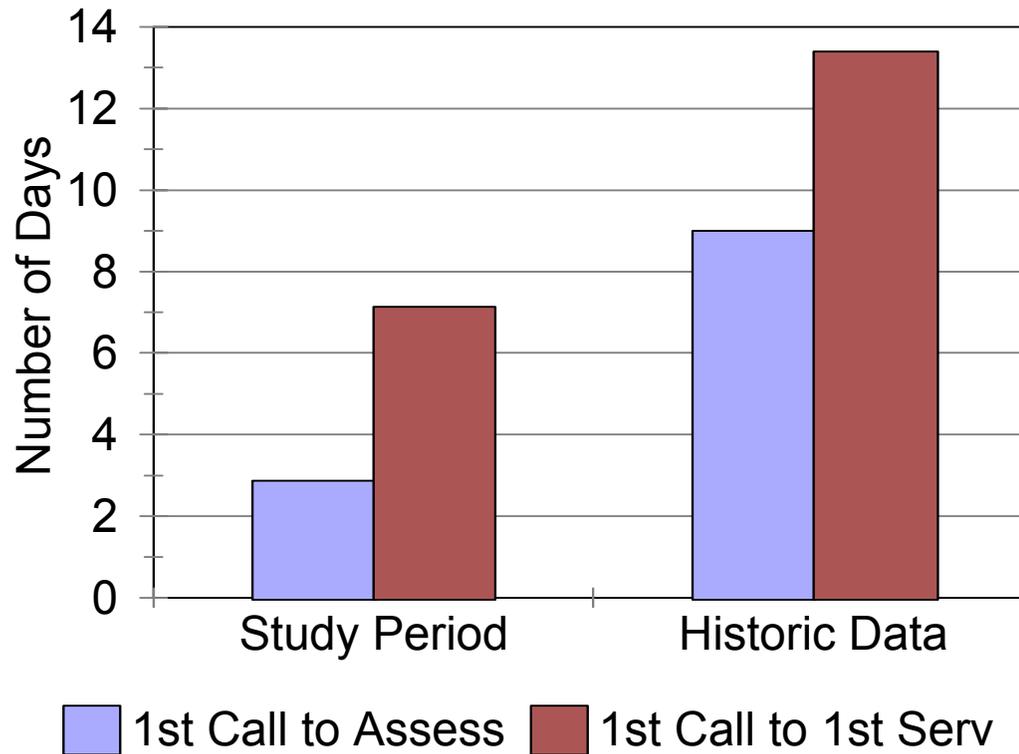
Change 2 continued

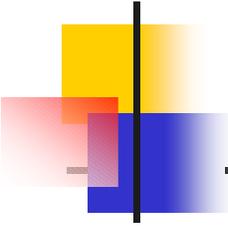
- The Study Group was tasked with the aim of 'pushing' for increased parental attendance, prescribing weekly parental attendance for the first four weeks of treatment. Ten client families ended up in this group.
- - The Control Group was to deal with client families in "the usual manner," urging parental involvement in general, but not pushing for it. Seven client families ended up in this group.
- Five clients of the total were assessed, but not admitted.



Access Data

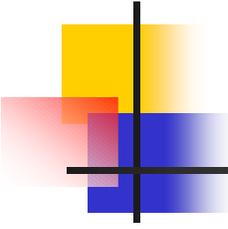
Response Time





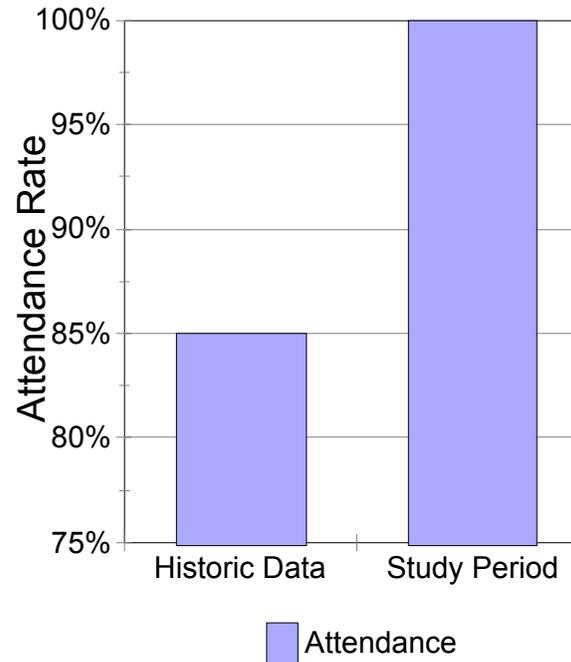
Response Time Results

- Time between First Contact and Assessment reduced from 9 to 2.8 days
- Time between First Contact and First Treatment reduced from 13.4 to 7 days.

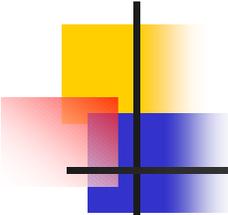


Assessment Attendance

Assessment Attendance Rates

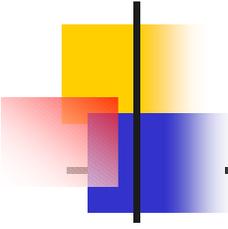


100% Assessment Show Rate During Study Period
(Up from 85%)



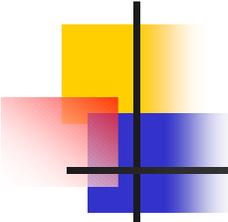
Change 2 Results (so far)

- Because we failed to set up a true control group (as we had intended), the "change" generalized to all counselors. That is, all counselors became more proactive or prescriptive with all their clients in setting up family counseling appointments. As a result:
 - • Parents in both groups readily agreed to regular and frequent sessions.
 - • Follow-up phone calls to parents indicated that they were very satisfied with the process.



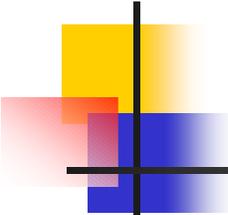
Change 2 Results continued

- 100% of parents and 87% of teens from both groups showed up for scheduled sessions in the week following assessment.
- • We have quite a bit of interesting, but incomplete data, and learned a lot about our data collection shortcomings.



Future Plans

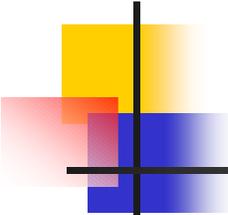
- Continue to reduce time between first contact and first session.
- Continue to address the issue of client engagement through closer attention to commitment strategies with clients and parents.
- Conduct further surveys with clients and parents regarding needs, wants, satisfaction with, and barriers to treatment.....



Lessons Learned:

Staff members were willing to change and take a risk

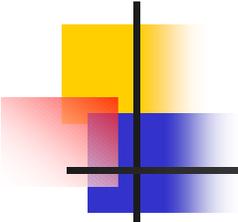
Even small changes in our system can make a real difference.



Lessons Learned:



- Key Data Systems not in place
- Quickly Exposed our Imperfections and Flaws



Lessons Learned:

How difficult it's to fully engage families and staff in the change process.

Each one presenting their own unique set of challenges.

How hard the task is...We have met the enemy.

