

Retention at a Women's Residential Treatment Facility

Fayette Companies
Peoria, IL

Baseline Data

- Terminations < 2 days = 10.5%
- Terminations 3-7 Days = 10.4%
- Total Terminations < 1 week = 20.9%

System Issues Identified by Walk-through, Focus Groups and Client Survey

- Sense of being processed rather than welcomed
- Initial Isolation, loneliness and fear
- No one to talk to on first day - staff or peer
- Not allowed to call family to let them know how I am doing

Initial Change Process

- Enhanced Peer support at admission and revision of role of “peer sponsor”
- Addition of day time clinical support position to provide orientation and rapid room assignment
- Provision of client choice: May spend time with staff or a peer, may attend groups with peer or be allowed some time to rest alone

Initial Change Process

- Allow first night call to family
- Family or friend allowed to be a part of the admission process
- Provision of map and directions to family and friends to assist in finding the facility for visiting days

ADMISSION TO NEW LEAF SURVEY

| Survey Questions | Pre (n=26) | | | Post (n=20) | | |
|--|------------|-----------|-----------|-------------|-----------|----------|
| | Agree | Undecided | Disagreed | Agree | Undecided | Disagree |
| Staff helped me to understand what was going to be expected of me | 39% | 23% | 39% | 85% | 10% | 5% |
| *I was offered to call my family or friends to let them know how I was doing. | 35% | 4% | 62% | 80% | 5% | 15% |
| I was able to go to my room and put my clothes and personal items away soon after arrival. | 50% | 8% | 42% | 95% | 0% | 5% |

*Wording of question was altered from pre to post.

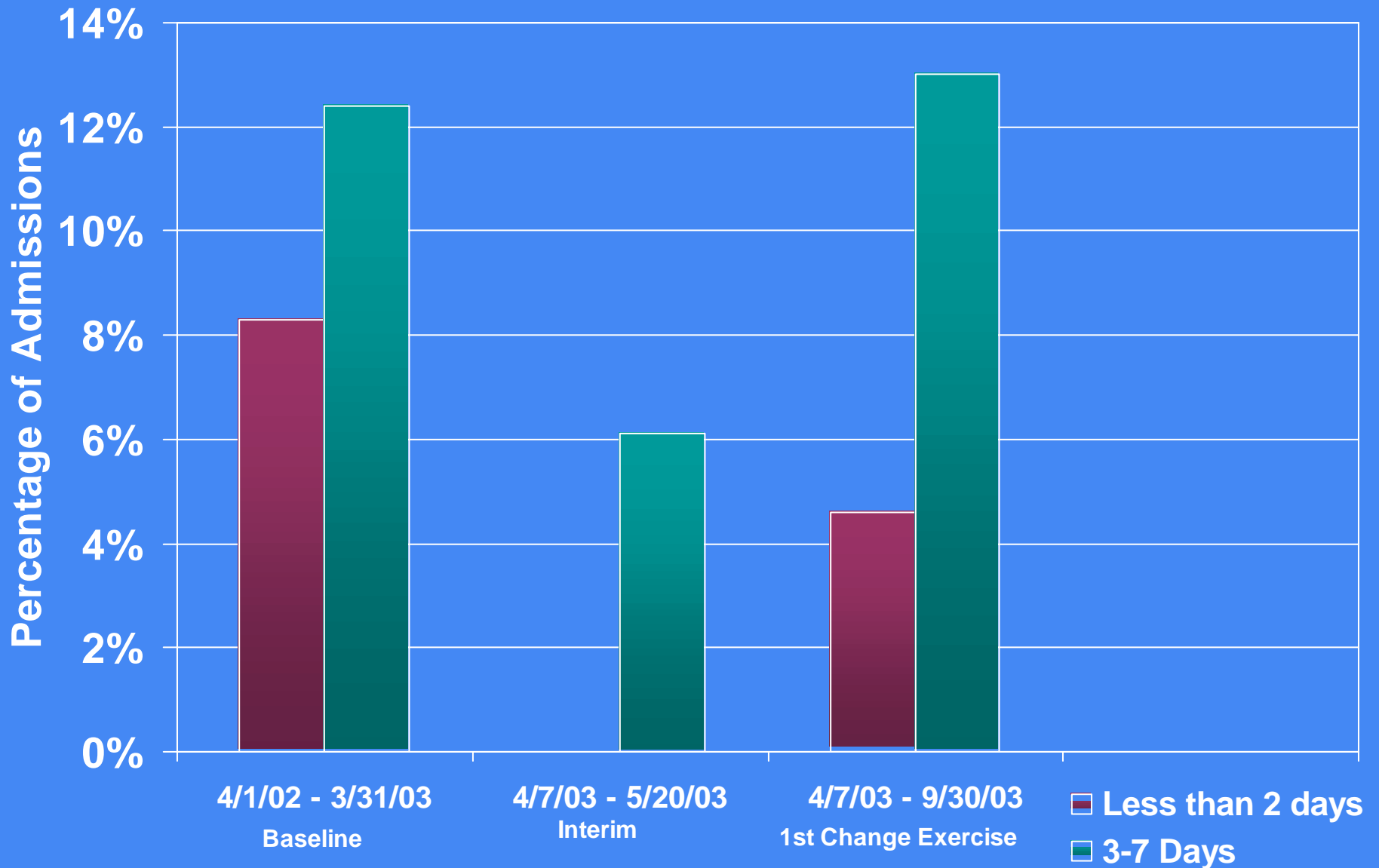
ADMISSION TO NEW LEAF SURVEY

| Survey Questions | Pre (n=26) | | | Post (n=20) | | |
|--|------------|-----------|-----------|-------------|-----------|----------|
| | Agree | Undecided | Disagreed | Agree | Undecided | Disagree |
| I felt alone and isolated. | 39% | 8% | 54% | 15% | 20% | 65% |
| I needed someone to talk to – staff. | 54% | 15% | 31% | NA | NA | NA |
| A staff member was available to talk to and ask questions. | NA | NA | NA | 90% | 5% | 5% |
| I needed someone to talk to – peer. | 62% | 19% | 19% | NA | NA | NA |
| A peer was available to talk to and ask questions. | NA | NA | NA | 90% | 10% | 0% |
| Staff helped me to feel comfortable. | 46% | 27% | 27% | 90% | 10% | 0% |

Note: NA equals not asked at both time points

The Honeymoon Period

New Leaf Discharges in First Seven Days



Errors?

Allowing the two consumers on PI team who served as Peer Sponsors during the five week period to complete the program rather than hiring them as permanent peer sponsors or ???

A closer look at the data by
reason for discharge

New Leaf Discharges in First Seven Days

| | Baseline 4/1/02 – 3/31/03 | Interim 4/7/03 – 5/20/03 | 1 st Change Exercise 4/7/03 – 9/30/03 |
|---------------------------------------|------------------------------|-----------------------------|---|
| TOTAL | 55 (20.7%) | 2 (6.1%) | 23 (17.5%) |
| Less than 2 days | 22 (8.3%) | 0 | 6 (4.6%) |
| 3 – 7 days | 33 (12.4%) | 2 (6.1%) | 17 (13%) |
| REASON FOR DISCHARGE | | | |
| AMA | 32 (58%) | 1 (50%) | 14 (61%) |
| Transferred to Lower Level of Care | 15 (27%) | 1 (50%) | 8 (35%) |
| Transferred to Detox | 2 (4%) | 0 | 0 |
| Other | 6 (11%) | 0 | 1 (4%) |
| TOTAL ADMITS | 266 | 33 | 131 |

AMA Discharges by Admission Day of Week

- Monday 1 (7%)
- Tuesday 2 (13%)
- Wednesday 1 (7%)
- Thursday 4 (27%)
- Friday 7 (47%)

Let's do some more changes

- Total Elimination of “blackout” week for phone calls and visitors
- Provision of a welcome package of stationary, envelopes and stamps
- Recovery Vouchers
- Verbal praise from all program staff for any positive behaviors
- Moratorium on Friday admits

New Leaf Discharges in First Seven Days

