



National Access and Retention Network for Addiction Treatment



Improving Access for Intensive Outpatient Clients

Judy Glenz, Executive Director
Jackie Nitschke Center

Reduce Waiting & No-Shows • Increase Admissions & Continuation

Jackie Nitschke Center – Intensive Outpatient

- ❖ Green Bay, Wisconsin
- ❖ Funding Sources: 40% Center subsidized; 39% Insurance; 17% self pay; 4% government
- ❖ Adults only (18 years and older)
- ❖ Length of treatment: 6 weeks (18 three-hour sessions if start at IOP level of care); 4 weeks (12 three-hour sessions if start at residential level of care.) Note: 16 sessions of aftercare group therapy at no charge for everyone



National Access and Retention Network for Addiction Treatment

© 2003, Paths to Recovery/STAR, University of Wisconsin-Madison. All rights reserved.



Aims Addressed

- ❖ Reduce days from first contact to the first treatment session
- ❖ Reduce the no show rate



National Access and Retention Network for Addiction Treatment

© 2003, Paths to Recovery/STAR, University of Wisconsin-Madison. All rights reserved.



Why Is This A Problem?

- ❖ The wait for services is 8.3 days
- ❖ The window of motivation is small, and a longer wait misses this opening
- ❖ Outpatient does not consistently operate at capacity



National Access and Retention Network for Addiction Treatment

© 2003, Paths to Recovery/STAR, University of Wisconsin-Madison. All rights reserved.



Jackie Nitschke Center Intensive Outpatient

Changes made to address the aim:

- ❖ Added an extra counselor to do outpatient assessments
- ❖ Opened up more appointment slots
- ❖ Trained all staff on the use of the phone, and how to make intensive outpatient assessment appointments

One Key Event That Was Particularly Instrumental In Making This Project A Success

❖ Entire staff was involved in
training session for the project



National Access and Retention Network for Addiction Treatment

© 2003, Paths to Recovery/STAR, University of Wisconsin-Madison. All rights reserved.



Data Collection Challenges

❖ Number of outpatient assessments per week is small resulting in one client situation throwing the data off

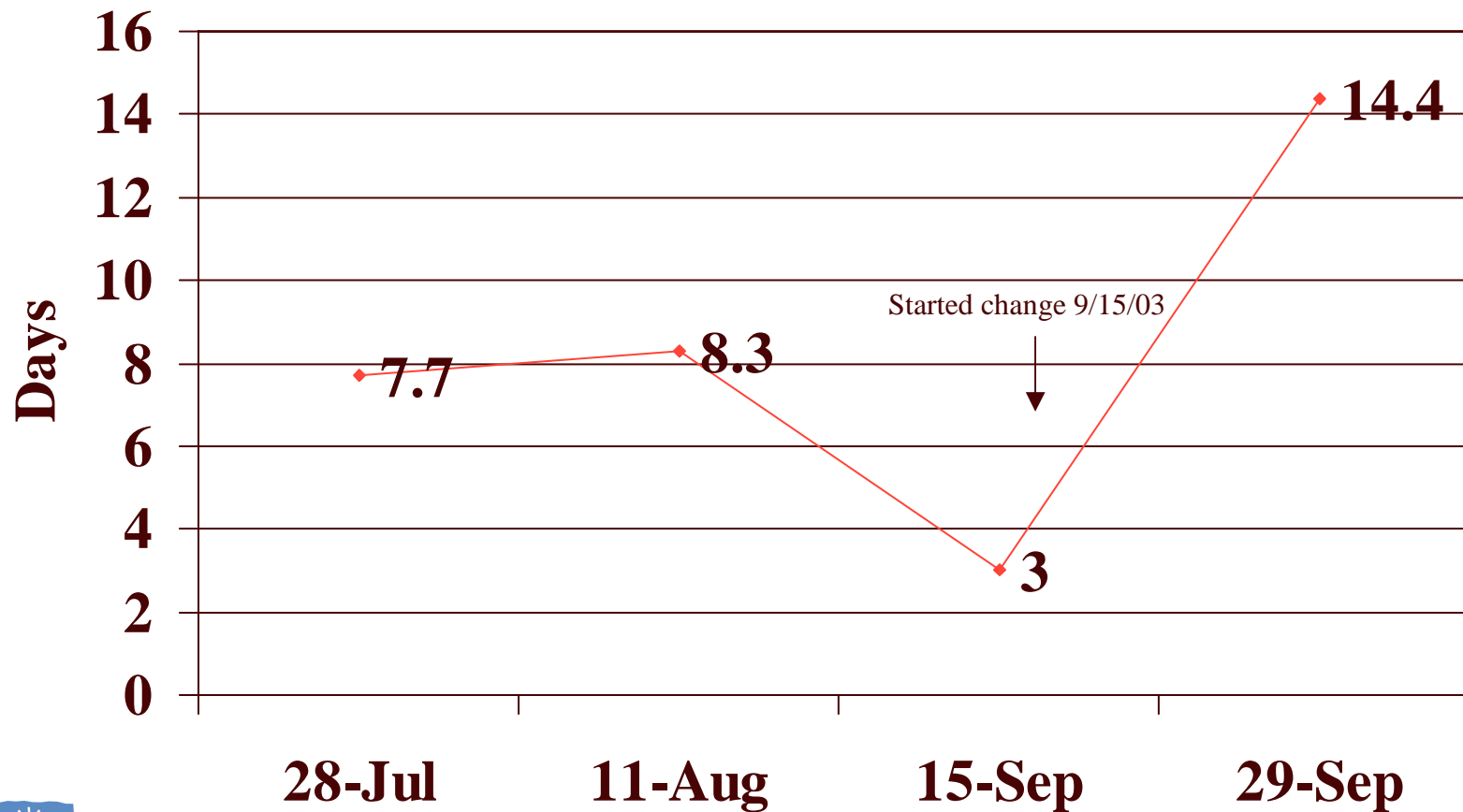


National Access and Retention Network for Addiction Treatment

© 2003, Paths to Recovery/STAR, University of Wisconsin-Madison. All rights reserved.



Days: Contact to Start



2 Week Intervals
National Access and Retention Network for Addiction Treatment

© 2003, Paths to Recovery/STAR, University of Wisconsin-Madison. All rights reserved.



Future Plans

- ❖ Explore training more counselors to do outpatient assessments
- ❖ Interview clients currently in the program to see what barriers they experienced in starting IOP
- ❖ Punch card for staff: Every time client gets started in under 4 days, the card is punched. Once get to 10 punches, all staff get four hours of personal time.



National Access and Retention Network for Addiction Treatment

© 2003, Paths to Recovery/STAR, University of Wisconsin-Madison. All rights reserved.

