



State Level Implementation of Process Improvement Methods in Maine

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Nominal Group Process

- Ten agencies were brought together to identify barriers to quick admission
- Top issues identified:
 - Scheduled appointments
 - Intake Paperwork (particularly DEEP)
 - Need for easier access information (statewide 211)
 - Clinical licensure issues
 - Repeated paperwork across levels of care



Two Change Projects

- First was to improve time from first call to first face to face with each of nine treatment agencies making a change (not specified) to reduce the time between first call and first face to face.



STATE LEVEL IMPACT THREE WEEK CHANGE CYCLE October/November, 2006

CHANGE PROJECT	DESCRIPTION OF CHANGE	CHANGE START DATE	NUMBER OF AGENCIES MAKING A CHANGE	Total Number of Requests for Service	Total Number of Assessments	Average Wait Time Between First Call and Assessment
State Level Change Number 1	Make a change to your intake process that will reduce the time between first request for service and first face-to-face contact (Assesment)	10/23/06 or 10/30/06	9	Pre-Change = 182 Post-Change = 203	Pre-Change = 128 Post-Change = 138	Pre-Change = 5.10 days Post-change = 2.51 days



Second Change Project

- The DEEP (Driver Education and Evaluation Program) paperwork was the first paperwork project identified and the first project where the change took place at the state level



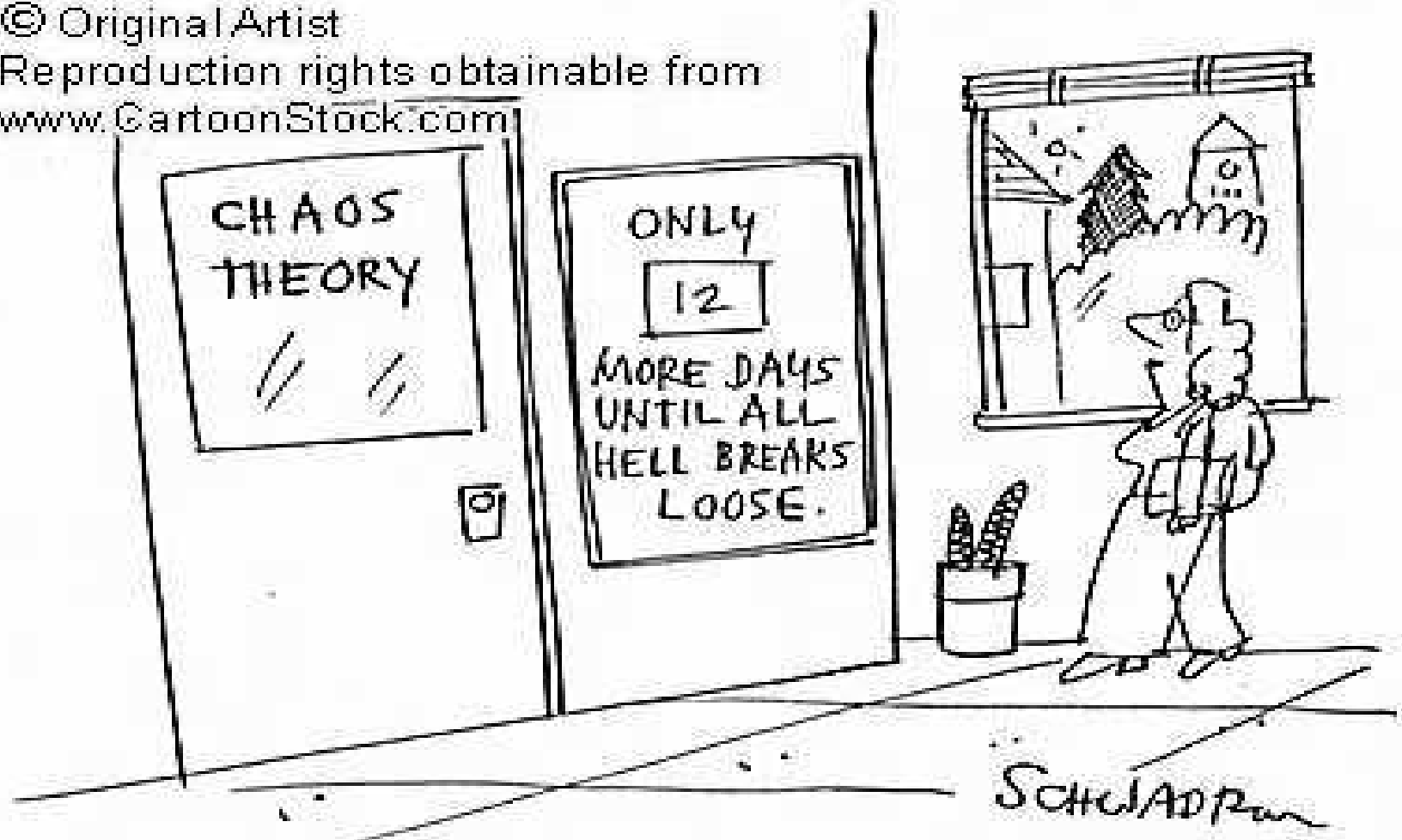
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State Level Change

- Change project was four weeks long
- Project was to fax paperwork including releases and screening outcomes rather than mailing them to clinicians

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The logo features a white five-pointed star with a blue outline, positioned to the left of the text 'STAR-SI'.

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Outcomes

- State staff went through all of the same emotional adjustment that agency staff go through
- They thought the project was a dismal failure and reverted to their old ways the day the change project was complete



Outcomes

STATE LEVEL IMPACT

Updated 3/5/2007

CHANGE PROJECT	DESCRIPTION OF CHANGE	CHANGE DATES	NUMBER OF AGENCIES REPORTING CHANGE	Total Number of Requests for Service (DEEP)	Total Number of Assessments	Average Wait Time Between First Call and Assessment
State Level Change Project #2	DEEP office and provider agency will fax paperwork (vs. mail) authorizing treatment to count towards DEEP on day client presents at treatment agency.	Pre-Change: 12/19/06 to 1/15/07 Post-Change: 1/16/07 to 2/16/07	8	Pre-Change =38 Post-Change =77	Pre-Change=37 (Show Rate=97%) Post-Change=66 (Show Rate=86%)	Pre-Change=8.09 Post-Change=5.84



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Outcomes

- Despite perception of failure, wait time was reduced by 28%



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Next Steps

- We have refined the DEEP change project and conducted it for an additional four weeks

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Outcomes

- Even the Director needs to remember to keep an open mind





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Next Steps

- We have looked at the business case for agencies in improving access for this particular client group
- We are identifying paperwork change projects for admission and transfer of clients from one level of care to the next