

Get 'em In

Organization

Community and Family Resource
Ft. Dodge, IA

Community & Family Resources is an eight county licensed substance abuse and problem gambling treatment facility that provides residential, out-patient and prevention and education services to adults and adolescents in Iowa. Since 1968, CFR has a long history of helping individuals, families and communities improve their quality of life by helping people learn healthy behaviors to prevent addictions and achieve and maintain abstinence from addictive behaviors.

Keywords

Waiting time, Eliminate excessive paperwork, Use all timeslots, Add time slots, Offer more groups

Change Team

John Hostetler, Executive Sponsor
Sashya Comito, ACDAC, Change Leader
Lori Prince, Front Office
Eric Preuss, Clinical Supervisor
Kyle Sande, Counselor
Sherry Bradley, Clinical Director

Aim

- Reduce waiting time from first contact to first treatment session from 39 to 10 days.

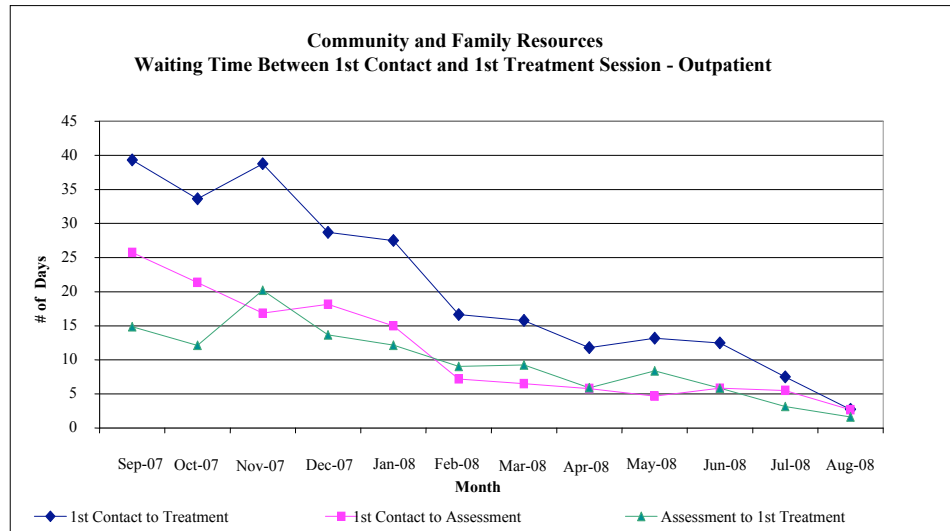
Summary

A walk through was conducted by our Executive Sponsor, Outpatient Supervisor, and Peer Mentor, which revealed that the assessment process was lengthy and cumbersome. During a Change Team Meeting we identified our wait time issue could be resolved if we could increase our capacity for evaluations. We brainstormed several ways to increase capacity, and through our discussions discovered that we were completing a psychosocial history on some clients who were subsequently not recommended for any treatment. We hypothesized that a more efficient method would be to screen for treatment during the assessment and complete a psychosocial history at admission. We then completed a PDSA cycle with a shortened screening form, doubled our capacity for evaluations, noticed an impact on the waiting time, and sustained the change.

Changes

- Reduced waiting time from first contact to assessment:
 - Cancellation list: Created a list of clients to contact in the event of cancellation.
 - Eliminate excessive paperwork (to increase staff capacity): Shortened screening time for assessment from 2 hours to one hour by delaying the psychosocial history until admission. (We realized that we were completing a psychosocial history unnecessarily on some clients who were not being recommended for any treatment.)
 - Use all time slots: All counselors did assessments to meet demand, including when staff were ill, absent, on vacation, or at trainings.
- Reduced waiting time from assessment to first treatment session:
 - Add time slots: Increased frequency of orientations from once to twice weekly.
 - Offer more groups: Added an evening outpatient group.

Results



Business Case

- Increased revenue from assessments from \$1400 to \$2100 per week (potentially \$36,400/year) without increasing staff. The number of evaluations increased from 14 to 21/week at \$100/evaluation.

Lessons Learned

- Cancellation list helped the few clients that used it. Shortening the assessment time had the most significant impact on reducing waiting time.
- Staff enjoys working with clients who are more motivated because the agency is more responsive to their needs.
- Staff spends less time “chasing” clients who fall out of the system.
- A side benefit of reducing the waiting time was that without focusing specifically on these aims, continuation to the fourth treatment session increased from 73.5% to 80% and the no-show rate to the assessment appointment decreased from 15% to 10%.

Contact Information

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