



# Statewide Improved Access

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**ODMHSAS**



# STAR-SI

## Understand & Involve the Customer

- Each year, providers identify state-level barriers to improving treatment access and retention.
- Providers identified the need for more ASAM & ASI trainings as a top barrier.
- The contract requires treatment professionals to be trained in certain clinical instruments.
- Staff cannot assess clients until they attend the appropriate trainings.

## AIM (Plan)

- Increase Access to Assessment by Making Required Trainings More Available
  - Researched Web-based Trainings
  - Met with SA Recovery and HRD Staff
  - Considered Partnerships w/ Regional Tech Centers
  - Found some activity already occurring



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## Change (Do)

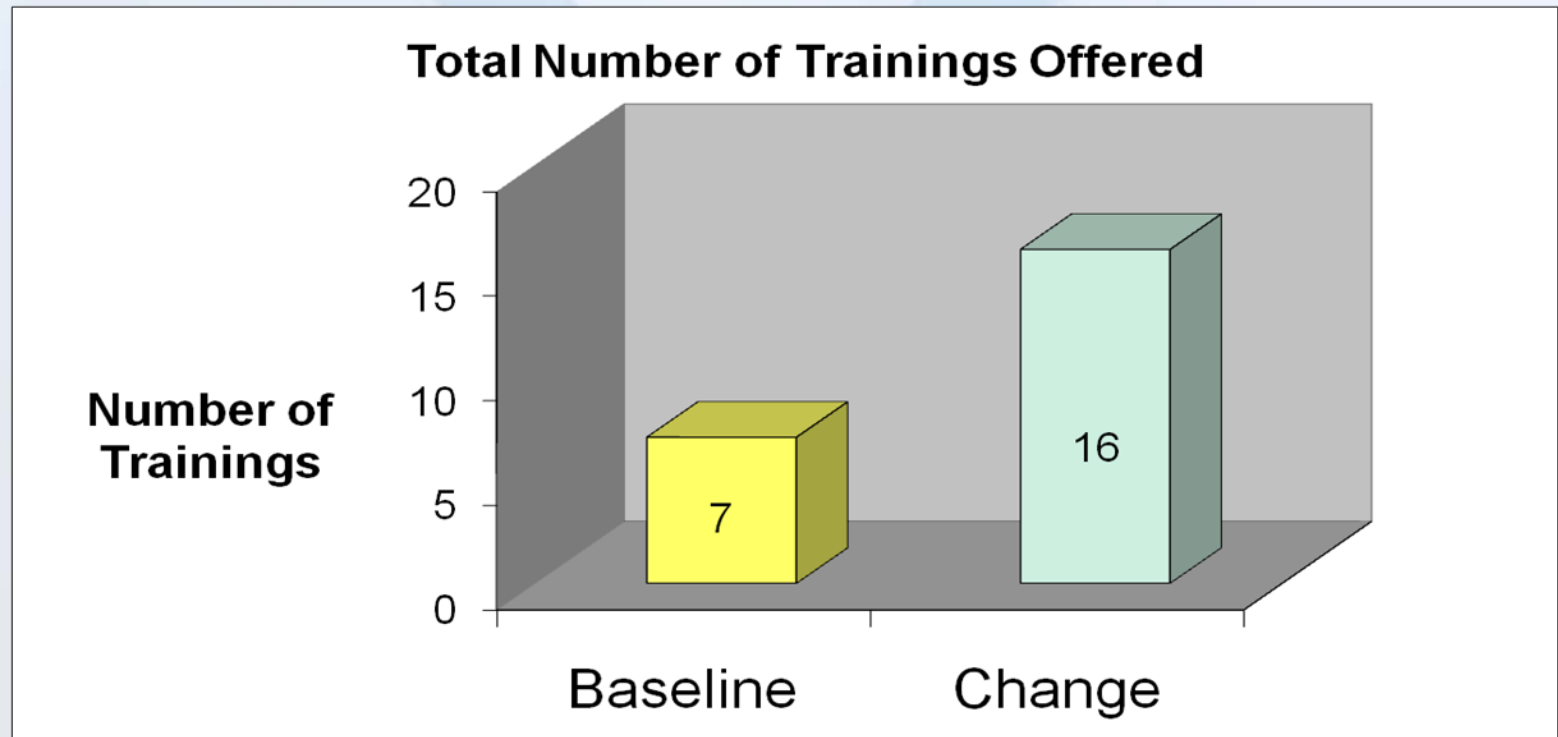
- First change: Increased frequency of trainings
- Updated training sign-in sheet to include hire date.

## Baseline Data

Jan. 1 – June 30, 2008

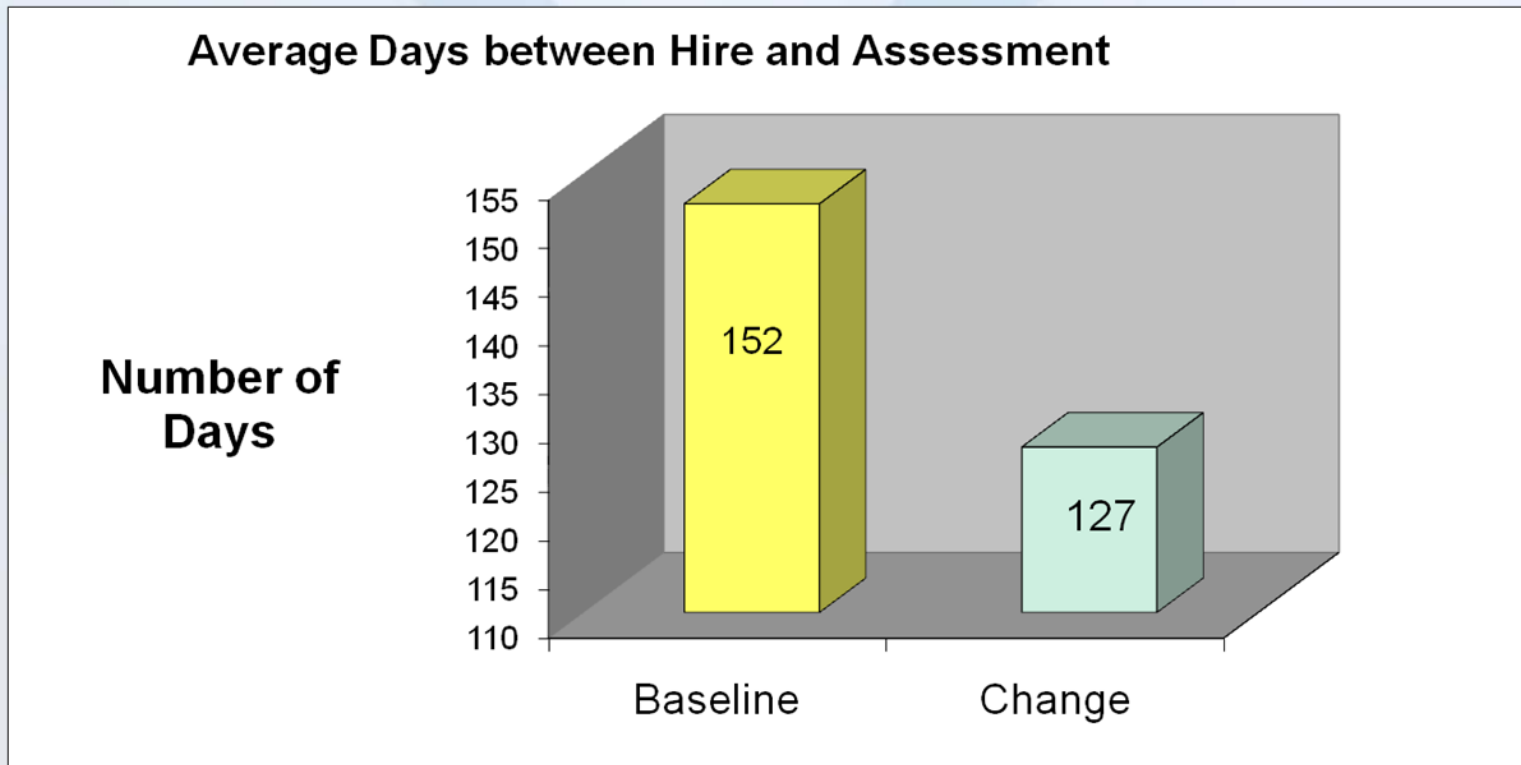
|   |                          |
|---|--------------------------|
| # of days elapsed between hire date and ASI & ASAM training | <b>152 days</b>          |
| Total # of trainings offered                                | <b>7 trainings</b>       |
| Total # of staff trained                                    | <b>317 staff</b>         |
| Total # of assessments                                      | <b>7,102 assessments</b> |

## Results (Study)



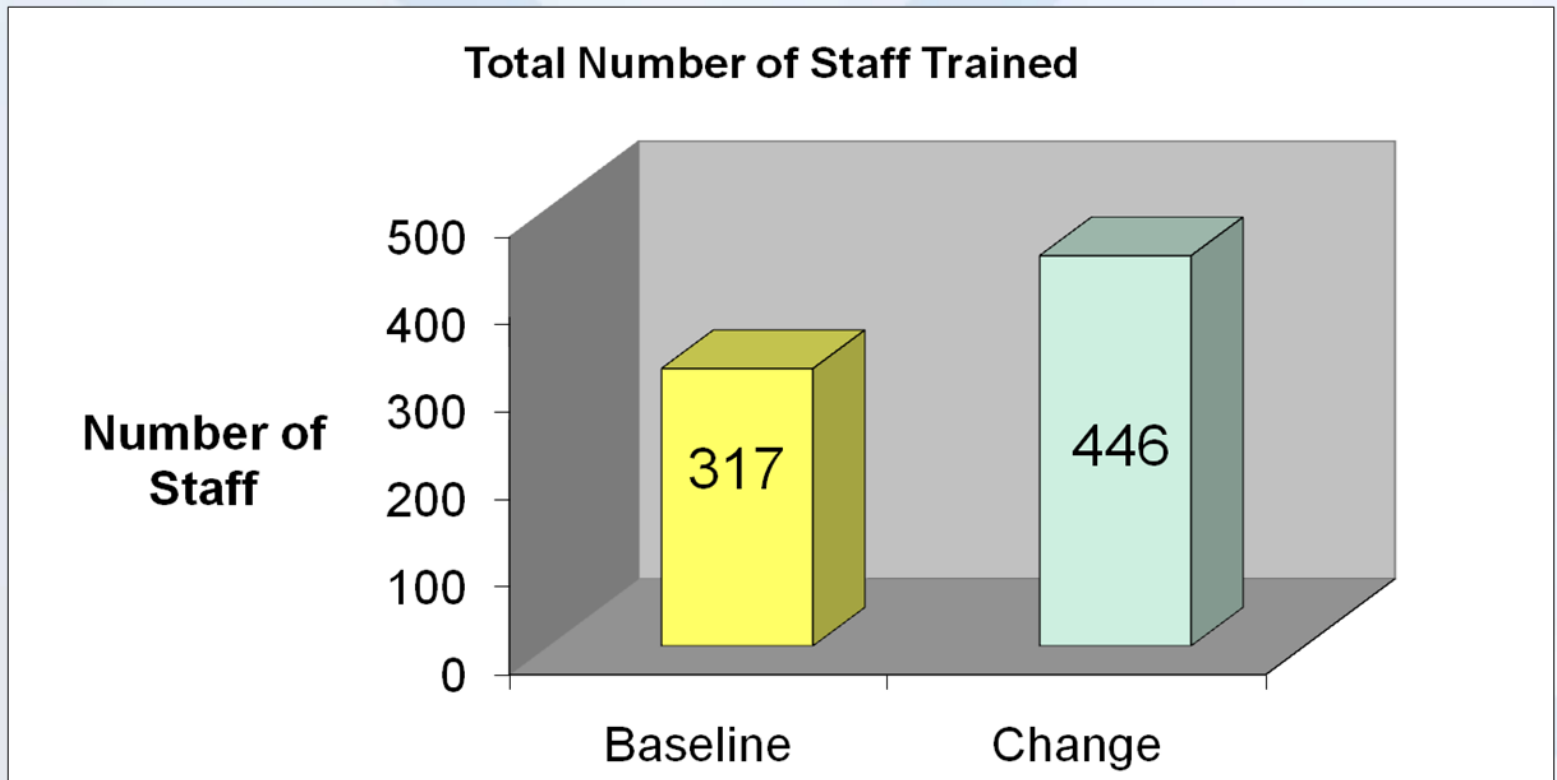
# of total trainings offered: 16 = 129% increase

## Results (Study)



staff completed training 25 days sooner = 16.4% decrease

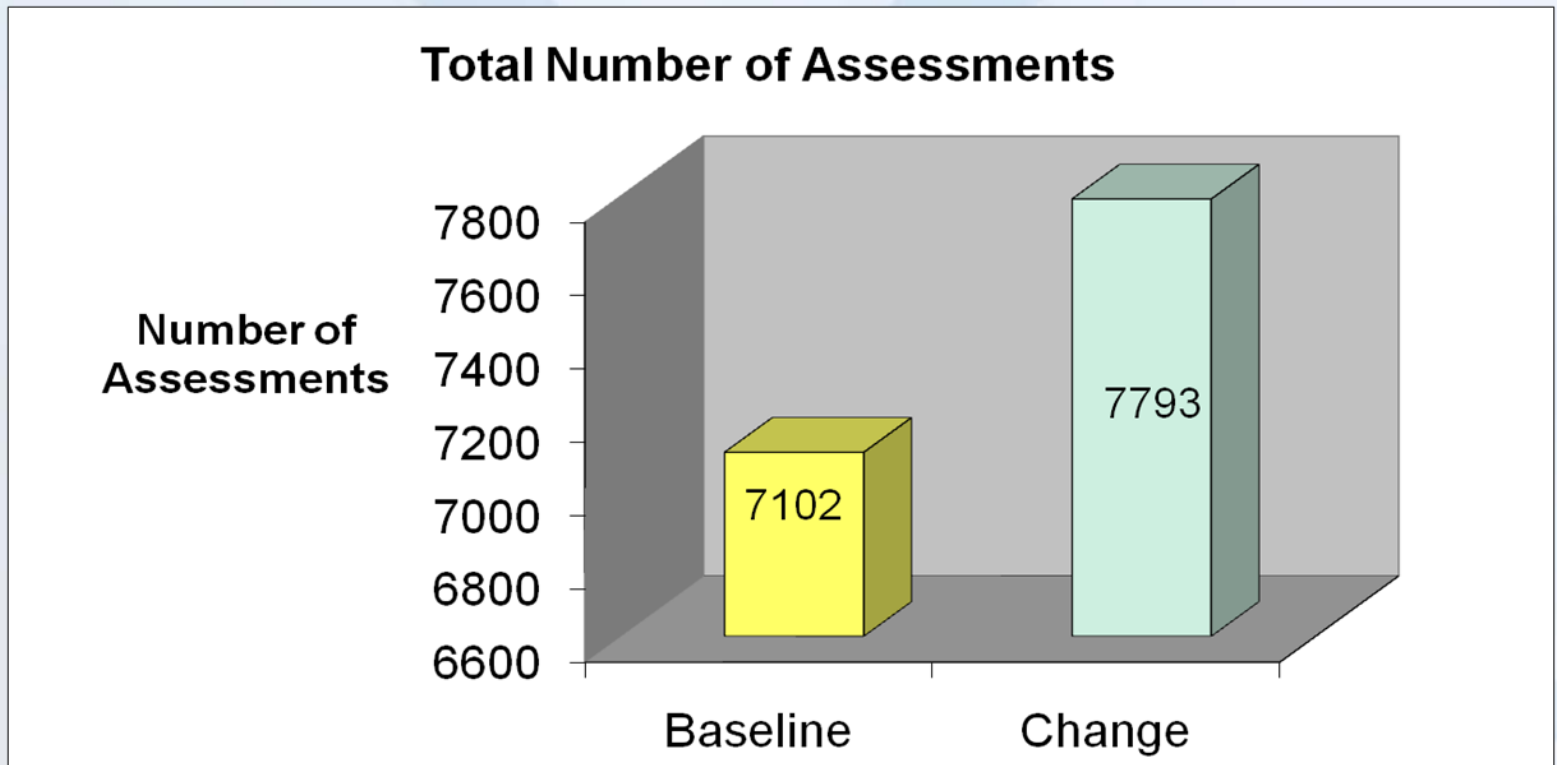
## Results (Study)



Total # Staff Trained = 446      41% increase



## Results (Study)



Total # of Assessments = 7793      9.7% increase



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## Next Steps (Act)

- Continue to monitor the data
- Researching web-based options for ASAM



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## IMPACT (Business Case, Lessons Learned)

- Revenue earning potential/clinician is calculated as  
 $18 \text{ days} \times 2 \text{ assessments/day} \times \$240/\text{assessment} = \$8,640$
- Actual increase in revenue received from assessments  
 $691 \text{ more assessments} \times \$240/\text{assessment} = \$165,840$