



NATIONAL COUNCIL LIVE

# Webinars

## Process Improvement: Improve Client Outcomes and Your Bottom Line



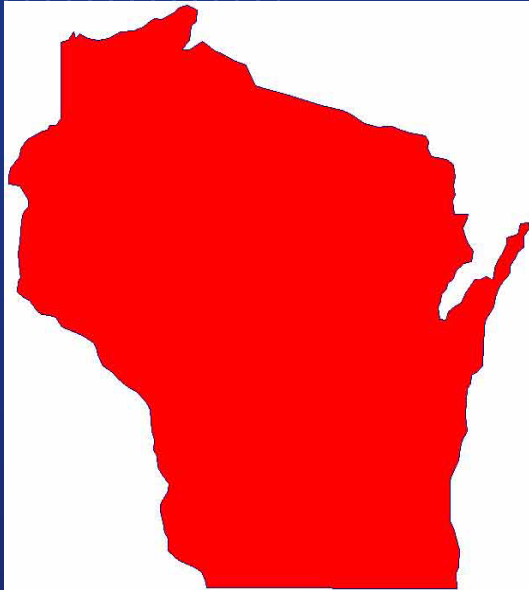
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## History of NIATx

- > Began in 2003
- > Foundational Grants from RWJF and SAMHSA/CSAT.
- > Located at the University of Wisconsin





## Why Process/Systems Improvement?

- > Customers are served by ***processes***.
- > 85 percent of customer-related ***problems*** are caused by processes.
- > You must improve your processes to better serve ***customers***.





## Myth #1

It is an impossible environment to survive  
in



# PORT Human Services – Pitt County





## Myth #2

You can be patient centered by building a treatment plan based on individual needs.....only



# A Framework for Change





## Five Principles

- > Fix key problems (*address what keeps CEO up at night*)
- > Pick a powerful Change Leader
- > Get ideas from outside the organization
- > Use rapid-cycle testing
- > Understand and involve the customer



## Four Aims



**Reduce Waiting Times**



**Reduce No-Shows**



**Increase Continuation**



**Increase Admissions**



## From Pilot Project



Reduce Waiting Times: **23.6% reduction**  
*(82 change projects in 34 agencies)*



Reduce No-Shows: **32% reduction**  
*(51 change projects in 29 agencies)*



Increase Admissions: **25.3% increase**  
*(52 change projects in 25 agencies)*



Increase Continuation: **13.5% increase**  
*(102 change projects in 34 agencies)*



## Myth #3

If you focus primarily on the consumer and their needs, there is no business case.



# Building the “Business Case”

*How?*

- > Remove unnecessary work
- > Increase admissions
- > Reduce no-shows



# Georgia - Sample Results

## Access

- > Satilla Community Service Board (Admissions by 33%)
- > Chris Kids (Admissions by 29%)



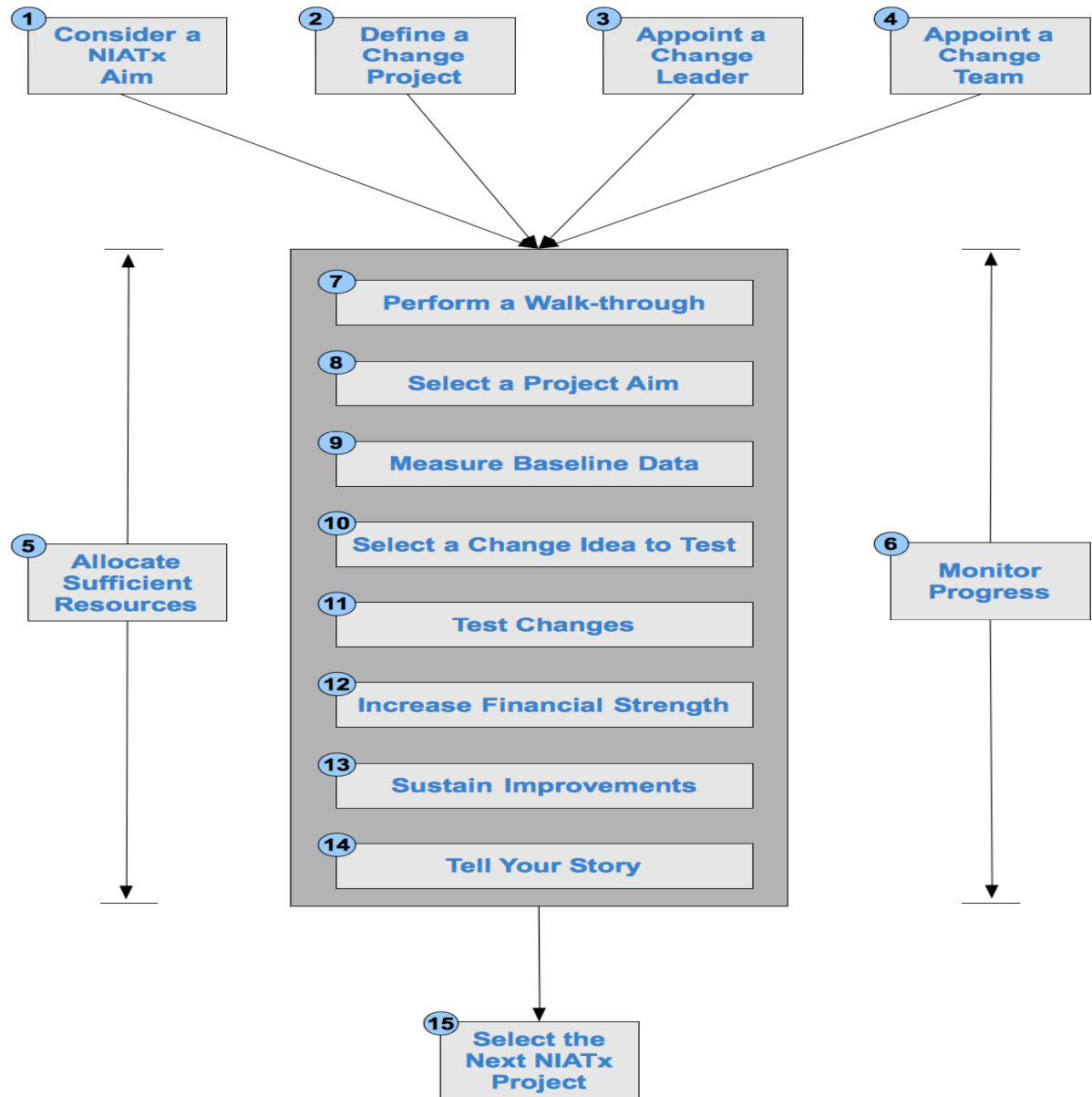
# Georgia - Sample Results

## Participation

- > Community Service Board of Middle Georgia (attendance by 89%)
- > Murphy Harpst Children's Center (attendance by 50%)
- > Advantage Behavioral Health System (attendance by 78%)

## “The Process”

## The NIATx Way



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***ACTION*** CAMPAIGN  
**FINANCIAL STRENGTH IN A CHANGING WORLD**

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## Myth #4

Payment reform is needed for healthcare reform.....yes, but.



## Current Trends In Process Improvement

- > Ability to meet performance expectations (and become more accountable)
- > Hand-offs between agencies/community services/levels of care
- > Use of technology
- > EBP Implementation



## (Providers in NIATx Initiatives)

