



***SAMHSA-HRSA  
Center for  
Integrated Health Solutions***

**PBHCI Monthly Grantee Webinar  
Clinical Workflows 201**

Dr. Anthony Salerno, PhD  
September 16, 2011



NATIONAL COUNCIL  
FOR COMMUNITY BEHAVIORAL HEALTHCARE



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# *SAMHSA-HRSA Center for Integrated Health Solutions*

## **Clinical Workflows 201**

Rick Hankey

Senior Vice President & Hospital Administrator

Lifestream Behavioral Center



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# Successful Organizational Change

Improving organizational processes requires:

- **Defining the problem**
- **Generating creative interventions and solutions**
- **Implementing solutions**
- **Evaluating solutions**
- **Repeating the above until the problem is solved**

**It sounds easy enough, then why is it so hard to accomplish?**

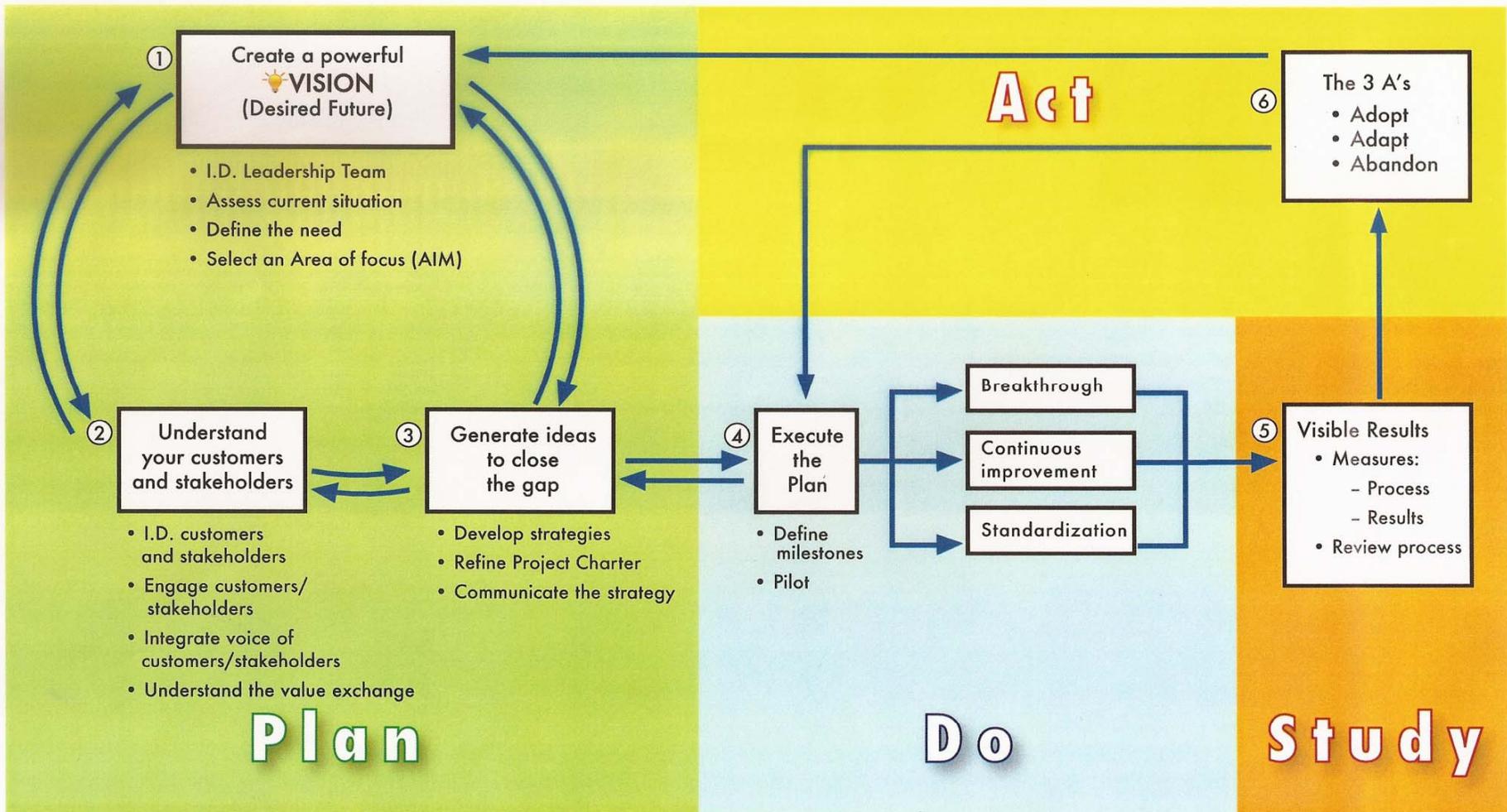
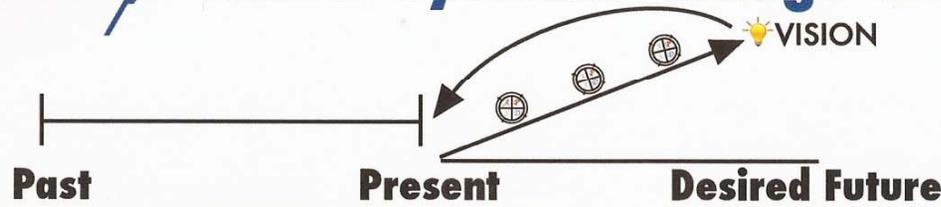


## **NIATx Model of Process Improvement**

- **What is it like to be our customer?**
- **What are we trying to accomplish?**
- **How will we know if a change is an improvement?**
- **What changes can we test that may result in an improvement?**
- **How can we make improvements sustainable?**



# NIATx™ Whole Systems Change Workout

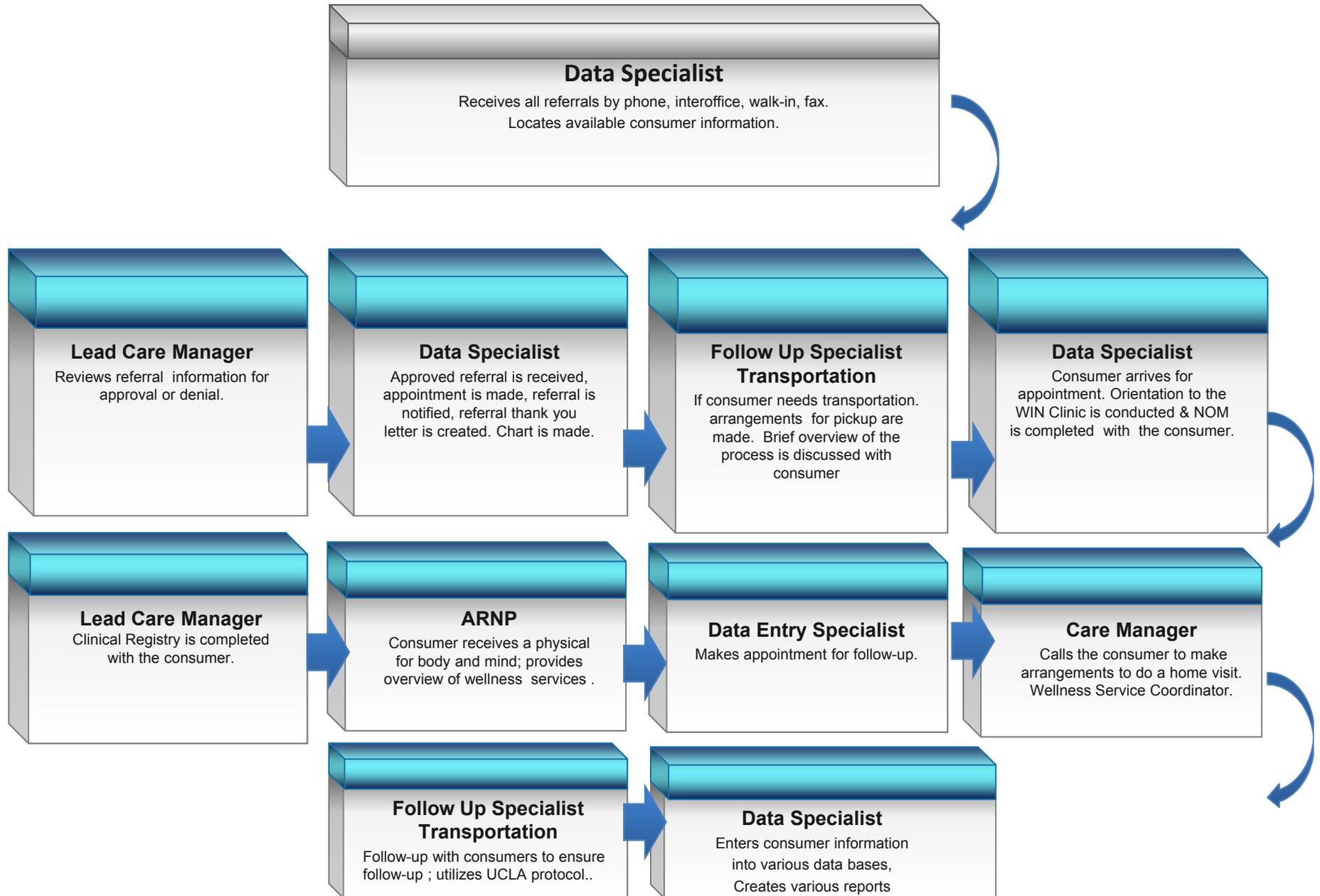


# WIN Clinic Workflows

- **Referrals**
- **Consumer Handoff**
- **Assessment/Intake**
- **Wellness Integration/Engagement**
- **Retention**



# Wellness Integration Network (W.I.N.) Clinic Work Flow (Consumer Handoff)



## Summary

- **Workflows lead to better services for your customers**
- **Base workflow on five questions**
- **PDSA/Rapid Change Cycles**
- **Measure change**
- **You are not alone-utilize the resources available to you**



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If you dialed in to this webinar on your phone please use the “raise your hand” button and we will open up your lines for you to ask your question to the group. **(left)**

If you are listening to this webinar from your computer speakers, please type your questions into the question box and we will address your questions. **(right)**





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## **Kathy Bianco**

Vice President of Clinical Services  
Care Plus NJ, Inc.  
Workflow Evolution



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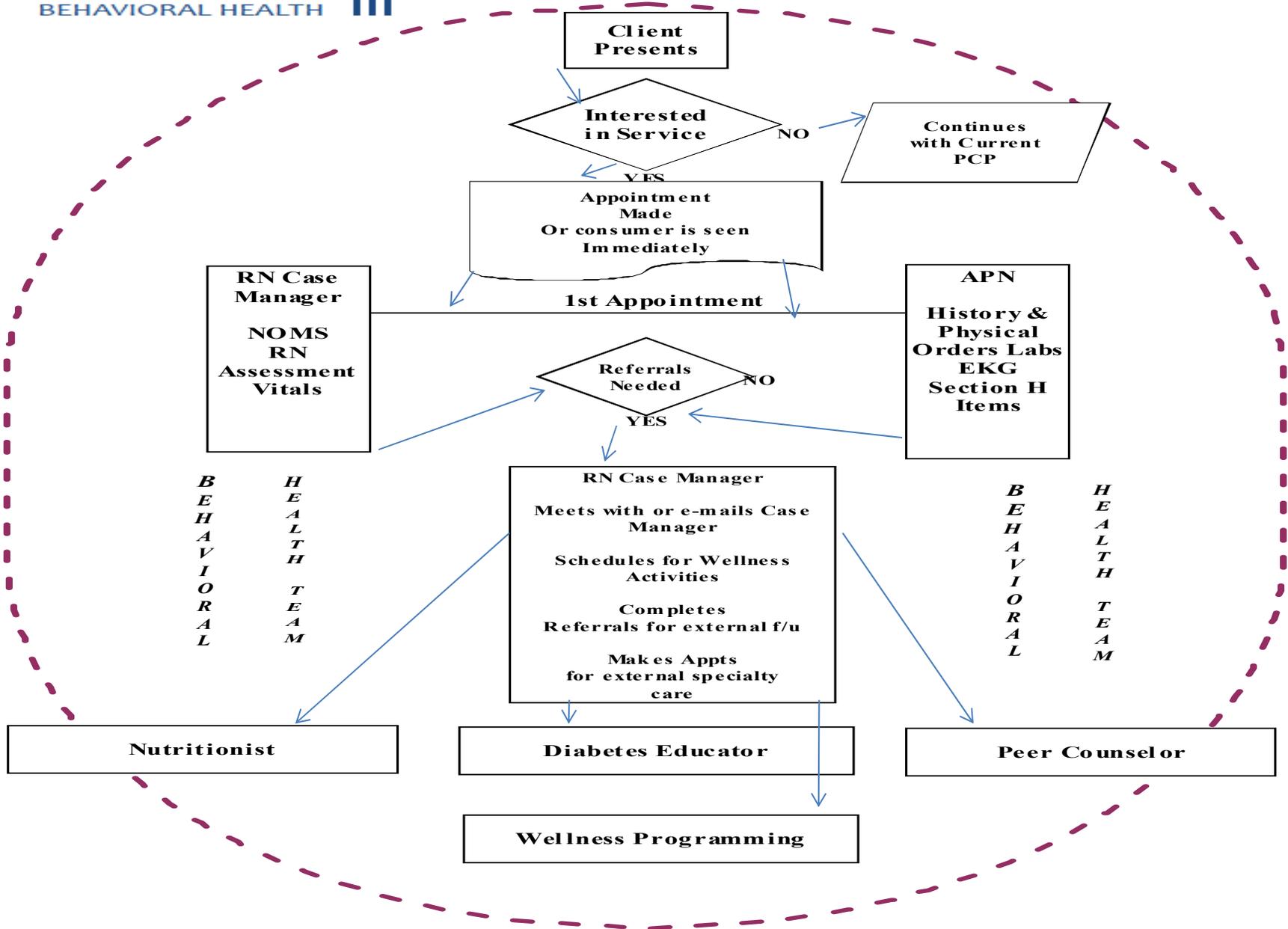
# Workflow Evolution

- Current workflow is very different than original design.
- Initial processes focused on getting to know each other.
  - Developing trust
  - Engaging clients
- Visibility within the behavioral health programming was an area of focus.
- Initially wellness groups were poorly attended.
- The wellness room was poorly utilized.



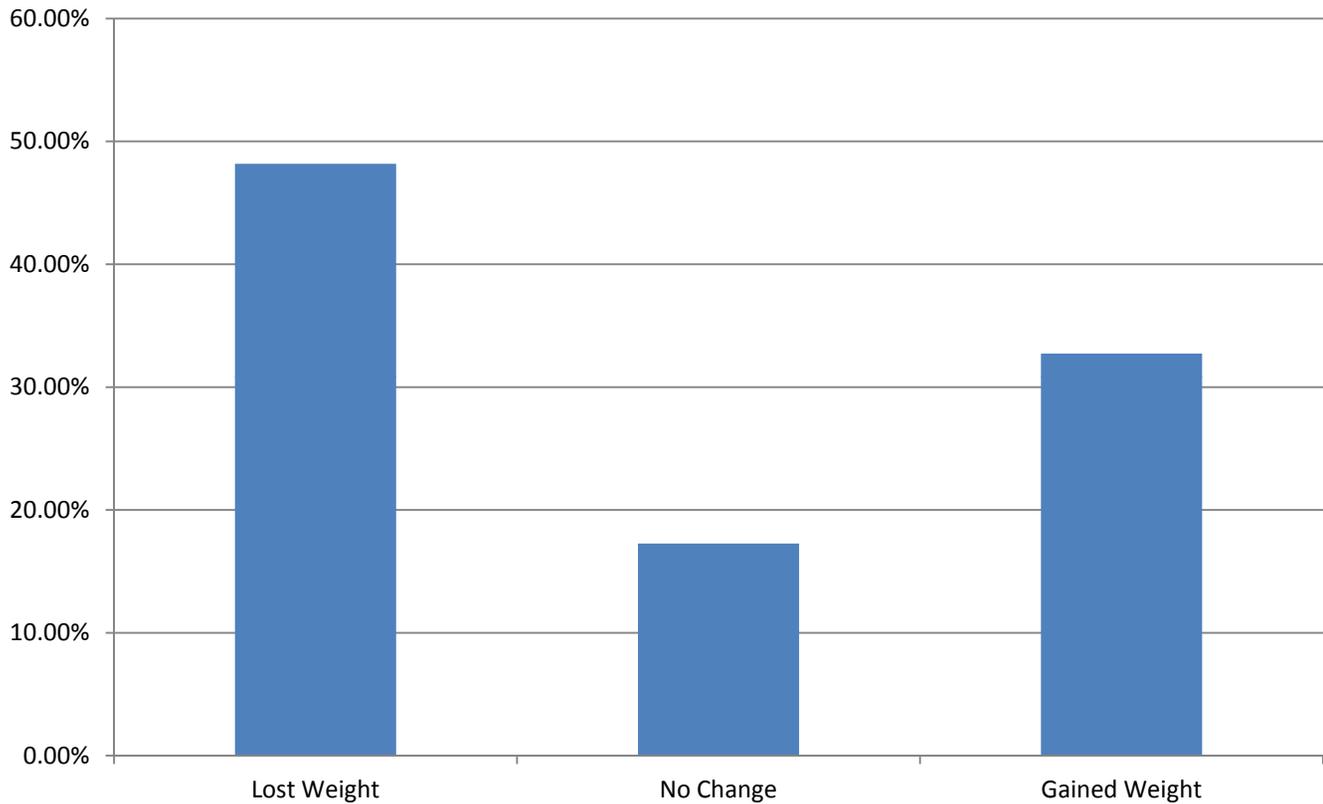
- Interviews initially took much longer until expertise was developed.
- We needed to work our way into the service planning.
- The behavioral health staff needed to develop an understanding of how this new service element was different and able to make a difference.
- We needed to work and re-work all aspects of the program and implement many different approaches of our work.





	No. of Groups	Average No. of
<b>Group Name</b>	<b>Per Week</b>	<b>Attendees per week</b>
<b>Exercise Group</b>	<b>12</b>	<b>87</b>
<b>Walking Group</b>	<b>1</b>	<b>13</b>
<b>YMCA</b>	<b>2</b>	<b>8</b>
<b>YOGA</b>	<b>2</b>	<b>16</b>
<b>Weight Management</b>	<b>1</b>	<b>6</b>
<b>Wellness</b>	<b>1</b>	<b>24</b>
<b>Health Issues</b>	<b>1</b>	<b>17</b>
<b>Healthy Choices</b>	<b>1</b>	<b>24</b>
<b>Nutrition &amp; Healthy Living</b>	<b>1</b>	<b>26</b>
<b>Cooking, Kitchen</b>	<b>1</b>	<b>12</b>
<b>Smoking Cessation/Holistic Welness</b>	<b>1</b>	<b>18</b>
<b>Diabetes Education</b>	<b>1</b>	<b>12</b>
<b>Meditation &amp; Relaxation</b>	<b>1</b>	<b>7</b>
<b>Breaking Unhealthy Habits</b>	<b>1</b>	<b>22</b>
<b>WRAP</b>	<b>1</b>	<b>6</b>
<b>Total</b>	<b>28</b>	<b>298</b>

# WEIGHT



Average weight loss = 14 pounds  
Pounds lost through August = 721 pounds

## Contact information

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