ACTION CAMPAIGN

ADOPTING CHANGES TO IMPROVE OUTCOMES NOW

Let's Impact 55,000 lives

Treatment Works!

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One year after completing treatment:

- Alcohol[1]
  - 24% abstaining
  - 10% drinking w no consequences
  - Drinking days ↓ 60%
  - Alcohol related problems ↓ 59%

- Other Drugs[2]
  - Cocaine & Heorin use ↓ 62%
  - Criminal activity ↓51%
  - Suicidal ideation ↓ 46%

1-Miller, Walters and Bennett M. (2001) How effective is alcoholism treatment in the USA? J Studies in Alcohol. March; 211-220.
2-Hubbard, Craddock, Anderson (2003) Overview: 5-year follow-up outcomes in drug abuse treatment outcome studies. J Substance Abuse Treatment, pp 125-134.

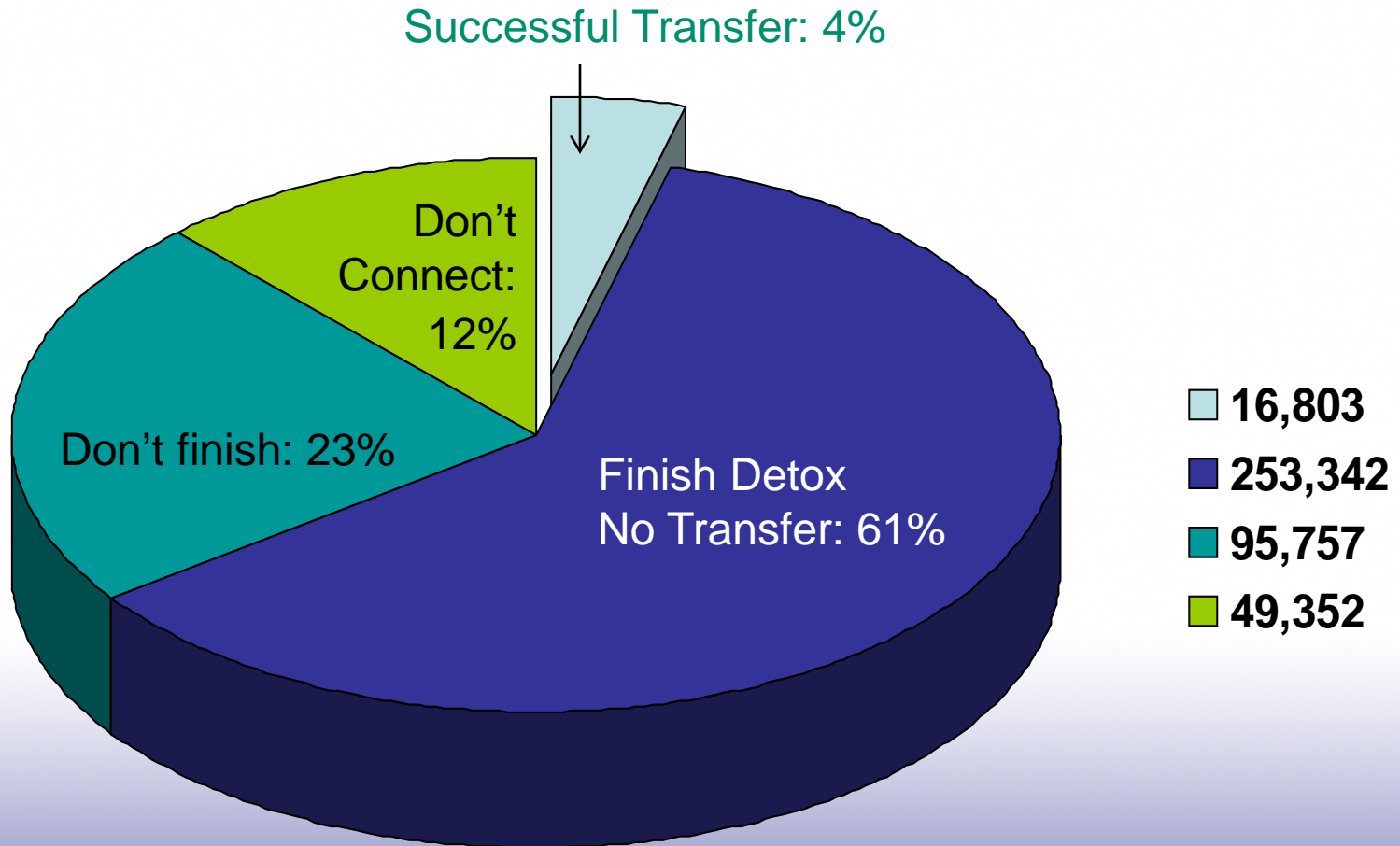ACTION CAMPAIGN
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At any one time:

- 110,000 waiting for assessment*.

- 42,000 waiting for treatment*

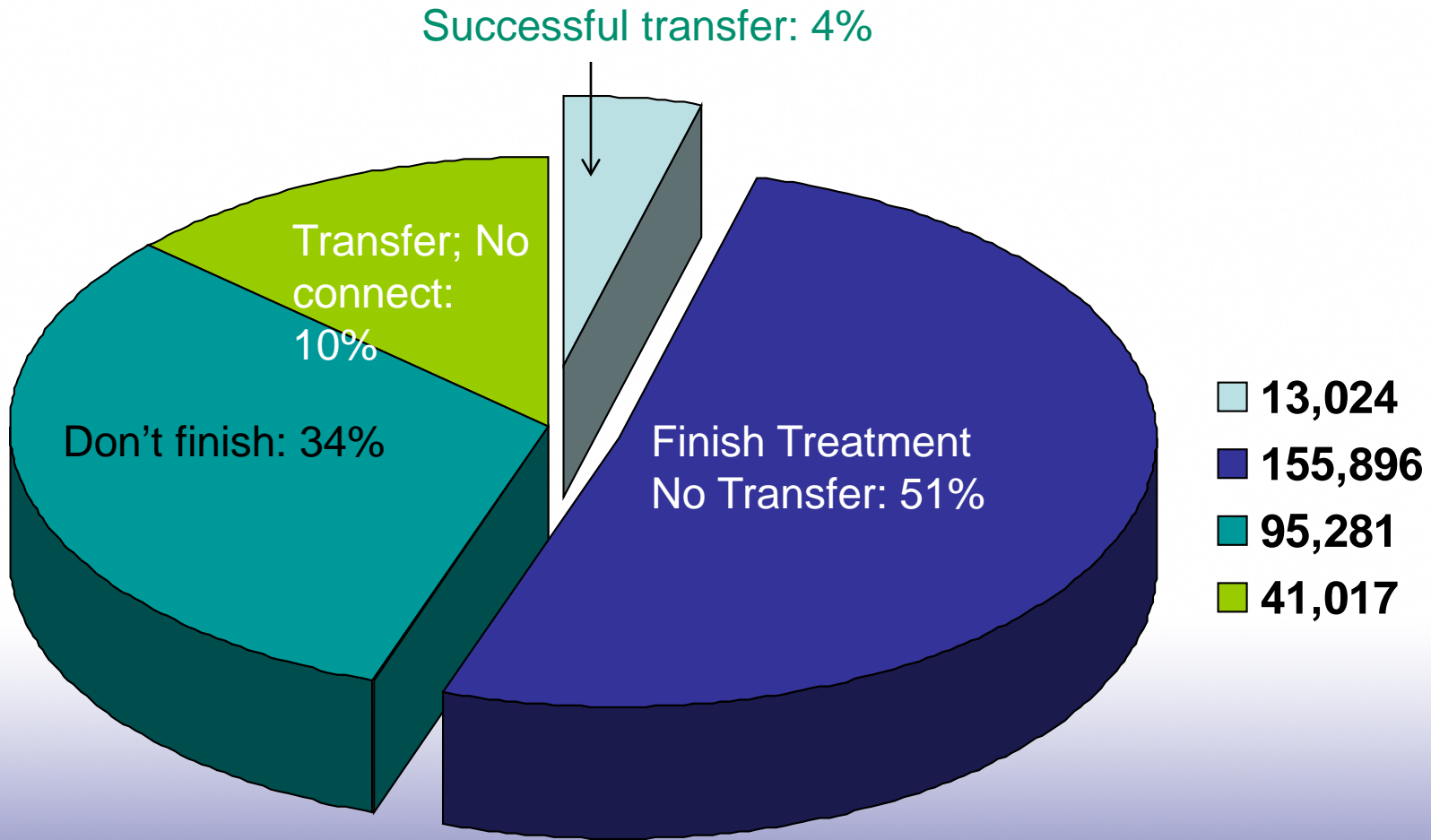- 32 days from first contact to treatment

- No show rates about 50%

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Detox Retention Rate

Successful Transfer: 4%

Don't Connect: 12%

Don't finish: 23%

Finish Detox No Transfer: 61%

- 16,803
- 253,342
- 95,757
- 49,352

Based on 2004 TEDS admission & discharge reports

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Residential Retention Rate

Successful transfer: 4%

Transfer; No connect: 10%

Don't finish: 34%

Finish Treatment No Transfer: 51%

- 13,024
- 155,896
- 95,281
- 41,017

Outpatient/IOP Retention Rate

Successful transfer: 7%

Finish Treatment,
No transfer: 36%

Don't finish: 51%
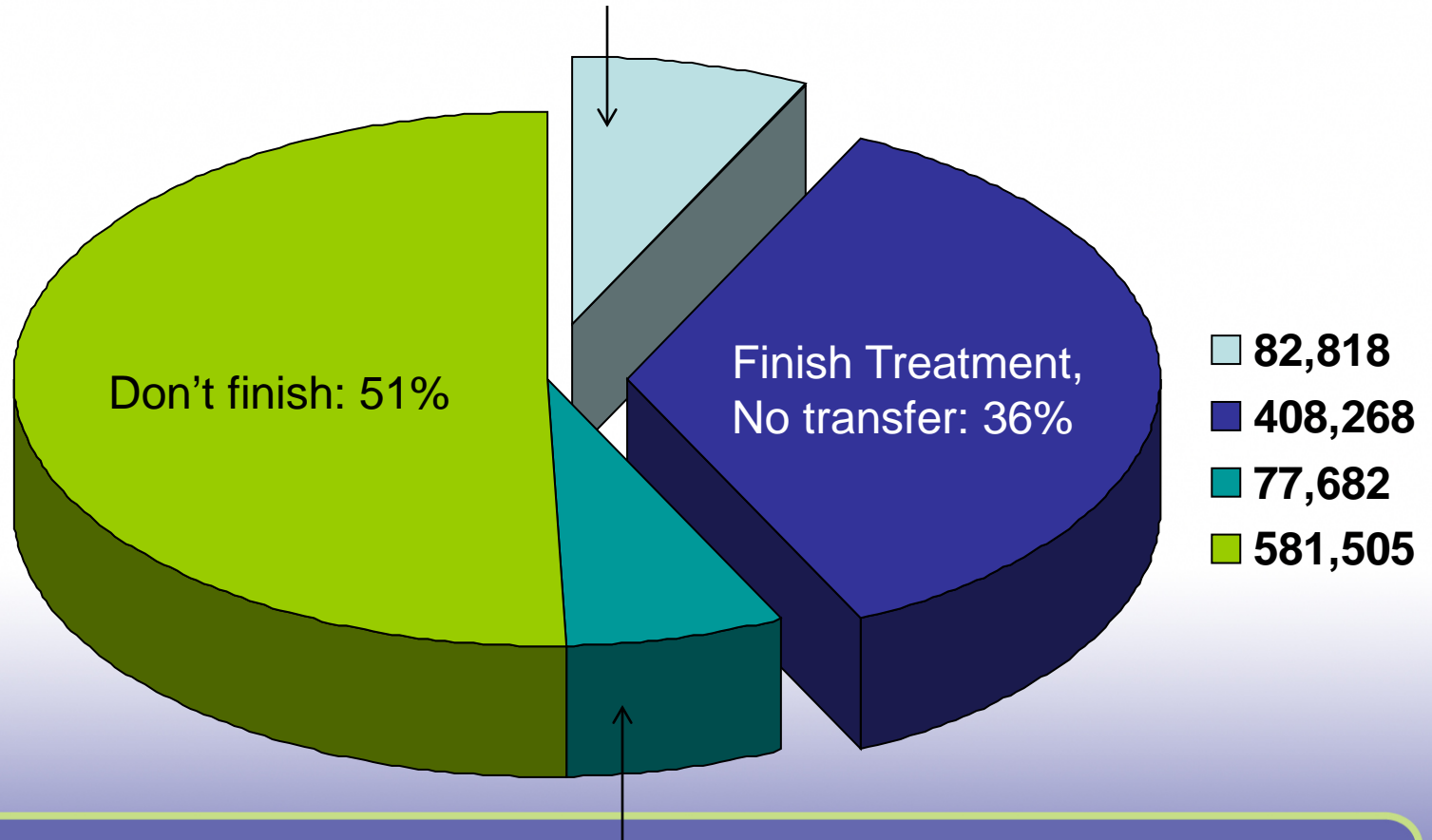
Transfer but no connection: 7%

- 82,818
- 408,268
- 77,682
- 581,505

When we add them together

- 170,000 don't connect to next LOC in 14 days.

- 250,000 not transferred from Detox to next LOC

- 770,000 leave treatment before goals met.

- 1,190,000 opportunities for improvement?

But we also know how to improve!

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Between patient and caring help lies a canyon of paperwork and burdensome processes

- Business processes keep patients and staff apart

- Business processes often waste money

- **Processes CAN be improved!**

Between patient and caring help lies a canyon of paperwork and burdensome processes
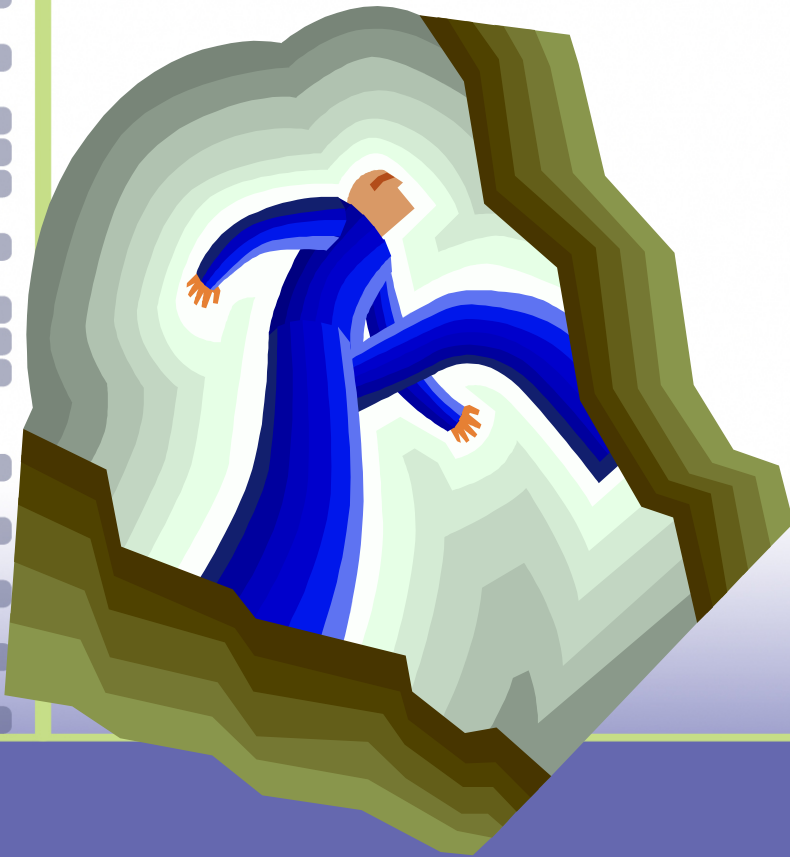
- Outreach
- First contact
- Intake and assessment
- Transition thru levels of care
- Paperwork
- Scheduling
- Engagement
- Social supports

The ACTION Premise

By making simple process changes
to access, engagement & handoffs
we can save 55,000 lives!

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Three ACTIONs that Make a Difference

1. Provide rapid access to services
2. Improve client engagement
3. Create a seamless transition between levels of care
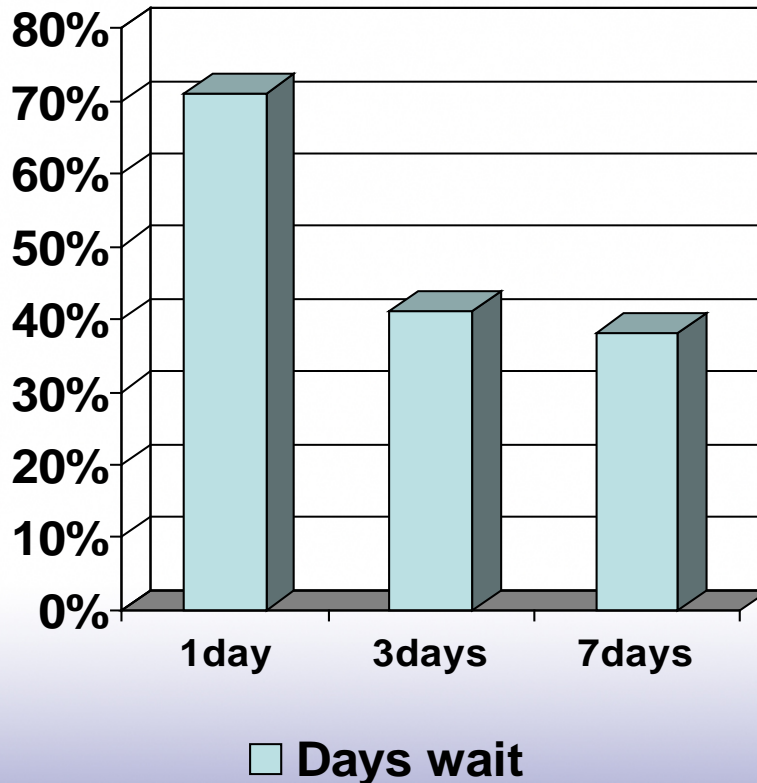
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Each action has specific practices that have been proven successful by multiple organizations involved in NIATx

We will provide resources to treatment programs to ensure that they are able to successfully implement these activities

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Fast access reduces no shows!

Shows to intake

80%
70%
60%
50%
40%
30%
20%
10%
0%

1day   3days   7days

☐ **Days wait**

Eliminate
unused capacity!

Festinger, David S., R. J. Lamb, Douglas B. Marlowe, and Kimberly C. Kirby. "From Telephone to Office: Intake Attendance As a Function of Appointment Delay." *Addictive Behaviors* 27, no. 1 (2002): 131-37.

ACTION CAMPAIGN
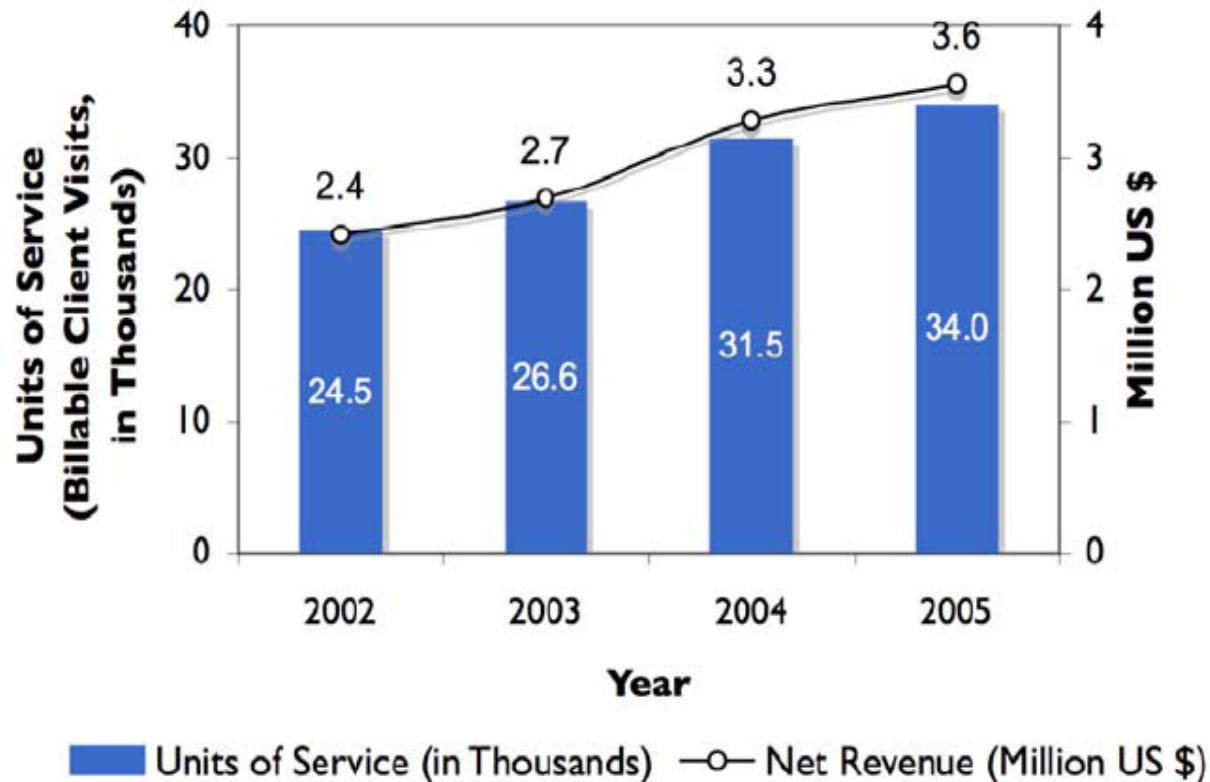ADOPTING CHANGES TO IMPROVE OUTCOMES NOW

Rapid Access to Services

- Engage people the first time you talk with them on the phone or in person

- Accelerate intake through same-day service

- Offer express check-in, expanded hours, and group orientation sessions

- Make sure people seeking help can reach you easily

St Christopher's Inn

The Business Case

Units of Service (in Thousands) / Net Revenue (Million US $)

Year	Units of Service (in Thousands)	Net Revenue (Million US $)
2002	24.5	2.4
2003	26.6	2.7
2004	31.5	3.3
2005	34.0	3.6

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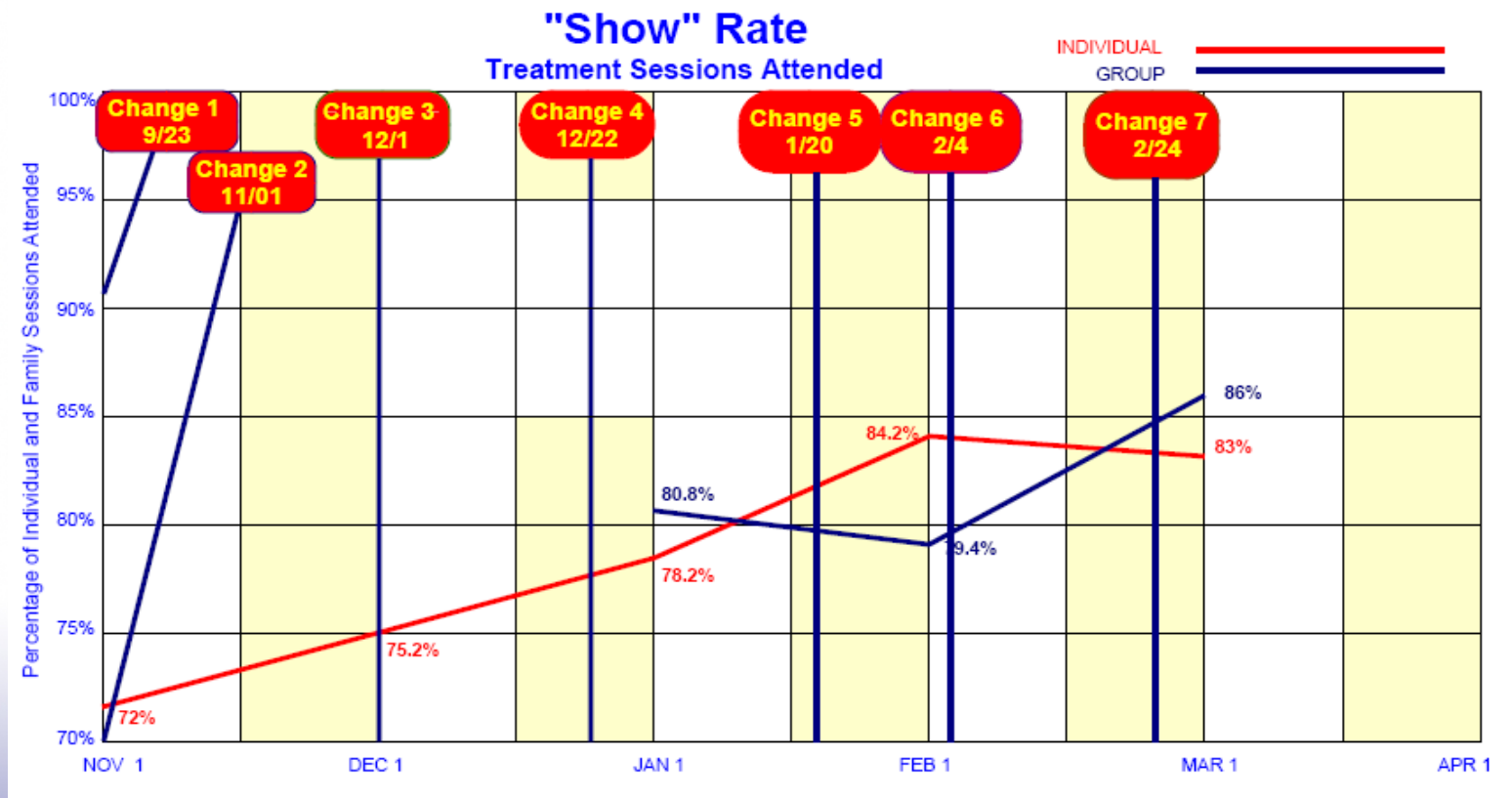ADOPTING CHANGES TO IMPROVE OUTCOMES NOW

Improve Client Engagement

- Greet clients warmly to make them feel welcome

- Involve clients in setting goals and planning for long-term recovery

- Use confirmation systems that keep clients coming back

- Celebrate counselor success at retaining clients

Daybreak Adolescent Program

"Show" Rate
Treatment Sessions Attended

INDIVIDUAL
GROUP

Change 1 9/23
Change 2 11/01
Change 3 12/1
Change 4 12/22
Change 5 1/20
Change 6 2/4
Change 7 2/24

Percentage of Individual and Family Sessions Attended

72%
75.2%
78.2%
80.8%
84.2%
9.4%
86%
83%

NOV 1   DEC 1   JAN 1   FEB 1   MAR 1   APR 1

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ADOPTING CHANGES TO IMPROVE OUTCOMES NOW
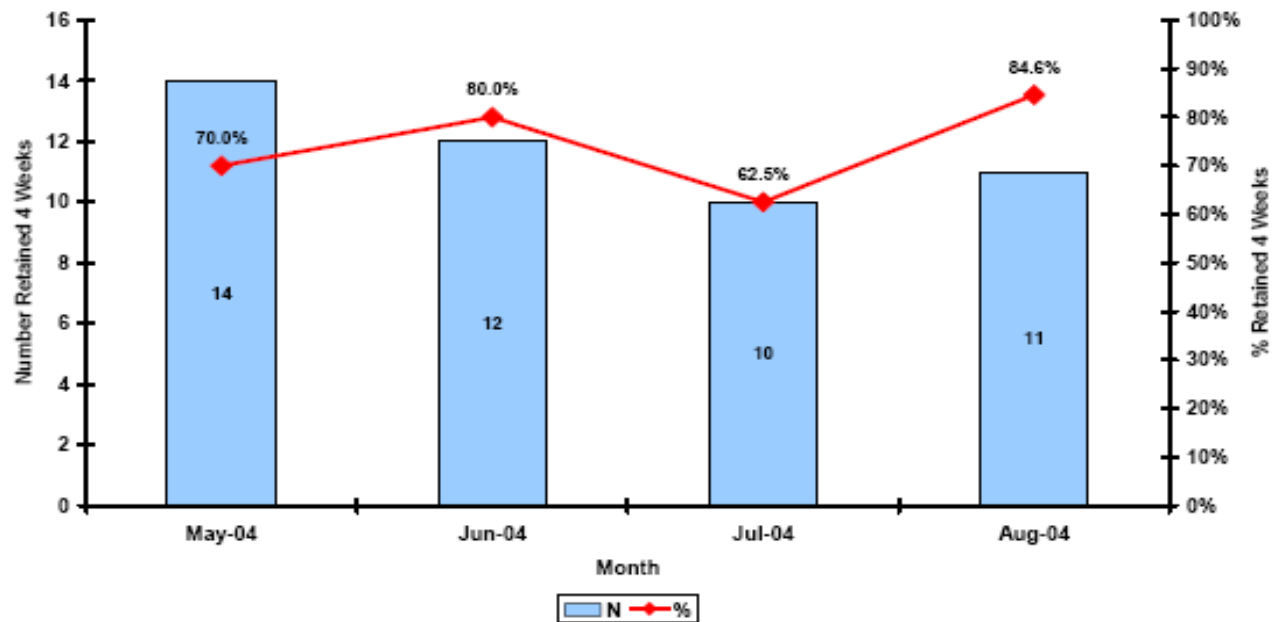
Prototypes: Make Treatment Personal

PROTOTYPES Residential Substance Abuse Treatment for Women:
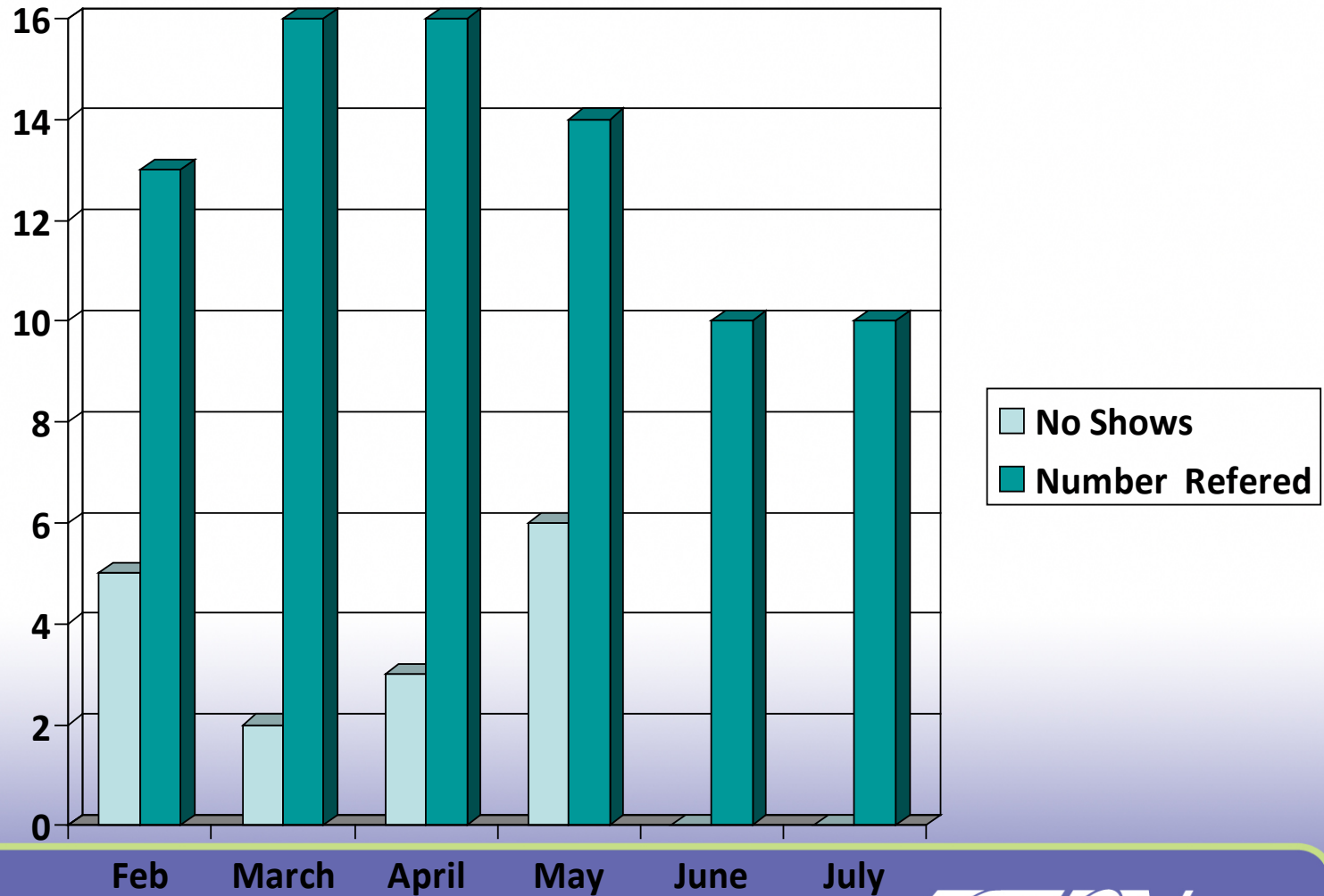Four-Week Continuation Rates

Create a Seamless Transition Between Levels of Care

- Establish personal connections for internal and external referrals

- Reduce paperwork to make it easier for clients to take the next steps

- Introduce clients to ongoing recovery supports before they leave your facility

- Assess the quality of the transfer, hand-off, or referral

Esperanza Referrals vs. No Show Rate
Transfer Clients from Residential to OP

Legend:
- No Shows
- Number Refered

Chart data (months across x-axis: Feb, March, April, May, June, July; y-axis 0–16):
- Feb: No Shows 5, Number Refered 13
- March: No Shows 2, Number Refered 16
- April: No Shows 3, Number Refered 16
- May: No Shows 6, Number Refered 14
- June: No Shows 0, Number Refered 10
- July: No Shows 0, Number Refered 10

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ACTION Campaign
Why should an organization participate?

- Learning Opportunities
  - Teleconferences
  - ACTION Kits
  - PI Tutorial
  - Workbook
  - E-news

- Network within the field

- Create a culture of change

- Benchmarking Opportunities

- Improve Finances

- Make a difference in the lives of others

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ACTION Campaign

How can a treatment agency participate?

Sign Up!

- Implement one of the ACTIONs
- Submit data to NIATx
- Become part of a Local Partnership
- Mentor other participating organizations

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Let's Take *ACTION* Together

- Join this national effort
- Together we can impact 55,000 lives
- Free tools and technical assistance

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Join Today!

www.actioncampaign.org