

**23.6%** | **32.0%** | **25.3%** | **13.5%**  
 reduction in wait times | reduction in no-shows | increase in admissions | increase in continuations

Look what NIATx's Founding Members Have Done!



**Connecticut Renaissance:**  
 "The Adult Outpatient Behavioral Health Clinic has been able to offer access within 24 hours of contact."



**PORT Human Services of North Carolina:**  
 "Admissions for opioid treatment increased significantly, while no-show rates decreased."

Stats effective 11/29/06



**TERROS Behavioral Health Services of Arizona:**  
 "As a result of our successes, we were awarded an additional \$1.5 million to handle the additional client caseload."



**Southwest Florida Addiction Services:**  
 "Regular feedback on goals and targets helps staff manage their time."



**Perinatal Treatment Services of Washington:**  
 "We have a consistently higher occupancy for the adolescence program on a monthly basis, and consistently better financial outcomes."

Is your treatment agency interested in making more **efficient** use of its **capacity** and improving **access** and **retention**?





Since 2003, the Network for the Improvement of Addiction Treatment (NIATx) has worked with treatment providers around the country to make more efficient use of their capacity and achieve four aims: reduce waiting times and no-shows, and increase admissions and continuation. In 2007, funded by a National Institute on Drug Abuse grant, NIATx will implement NIATx 200, which focuses on the adoption of its process improvement services.

### NIATx 200

Fifty treatment providers from four states will receive services that include components of the NIATx Learning Collaborative model. These services, listed below, have already helped NIATx member-agencies improve their quality, operations, and finances. NIATx 200 providers will use them in the following ways:

#### Learning Sessions

- Attend three sessions within your state during fall 2007, spring 2008, and fall 2008.
- Convene for a multi-day meeting to learn from each other, as well as outside experts.

#### Coaching

- Work with an expert in process improvement who has been assigned to help your agency make, sustain, and spread process improvement efforts.
- Receive fall 2007 site visit from your coach, followed by monthly phone consultations.

#### Interest Circle Calls

- Take part in these required monthly teleconferences, when agency Change Leaders discuss progress and strategies to achieve the four NIATx aims.

#### NIATx 200 Web Site

- Utilize this repository for resources that play a central role in improvement.

### Duration & Responsibilities

NIATx 200 providers will commit to a 3-month run-in period, 18-month intervention period, and 9-month period of sustainability. As a provider, you will:

1. Complete the application
2. Conduct an initial walk-through
3. Designate an Executive Sponsor, Change Leader, and Data Coordinator
4. Form a Change Team to conduct Change Projects in accordance with the NIATx process improvement model
5. Participate in the services offered within your Assigned Group
6. Collect and report data (see insert)
7. Select team members to complete surveys (see insert)
8. Participate in a final meeting

### What is NIATx?

Founded in 2003, NIATx works with addiction treatment and behavioral health care organizations across the country to improve access to and retention in treatment for the millions of Americans seeking help with substance abuse or mental health issues.

As a learning collaborative within the University of Wisconsin–Madison’s Center for Health Enhancement Systems Studies, NIATx provides research, case studies, and innovative tools that encourage use of its process improvement model. This model is quality-driven, customer-centered, and outcome-focused, and it has proven effective in transforming members’ business practices and the quality of care their clients receive. All NIATx initiatives are related to its four aims: reduce waiting times; reduce no-shows; increase admissions; and increase continuation.

The development of NIATx 200 has been informed by the practices and strategies tested in other recent and current grant-funded NIATx initiatives. These are:

- Paths to Recovery
- Strengthening Treatment Access and Retention (STAR)
- State Pilot Project
- Strengthening Treatment Access and Retention - State Implementation (STAR-SI)
- Advancing Recovery

NIATx 200 providers will join the greater NIATx member network, benefiting from all that has been learned by more than 200 agencies over the past four years.

### Benefits

The benefits of NIATx 200 accrue to four major groups:

1. **Patients:** Research shows they will be enrolled more quickly, and will be more likely to complete treatment successfully.
2. **Providers:** Treatment agencies will introduce new business practices that improve organizational efficiency and effectiveness.
3. **Staff:** You and your fellow staff members will be trained to use a variety of tools that improve operations and finances.
4. **The Field:** Participating providers will become role models for process improvement collaboratives that help create cultures of change.

### Join NIATx 200

Please contact Renee Hill of NIATx to ask questions or express interest. She can be reached at 608-890-1442 or rshill@chsra.wisc.edu.

To learn more about NIATx and its members, visit [www.niatx.net](http://www.niatx.net).