

October 2007

NIATx Feature: Reducing No-shows

Southwest Florida Addiction Services, Fort Myers, Florida

Southwest Florida Addiction Services (SWFAS) provides substance abuse services at all levels of care. This project sought to reduce waiting time for adult outpatient assessment appointments from approximately five weeks to two business days.

We implemented a new productivity goal for clinicians and monitored face-to-face productivity. If the time until the next available appointment rose above two business days, then clinicians were required to add more assessment time slots to the appointment book.

Lessons Learned

The SWFAS receptionist that schedules patient appointments also collects the timeliness data. When the time between first contact and first appointment begins to rise, the receptionist immediately notifies clinicians that they need to make more assessment time slots available.

We learned that assigning the responsibility for collecting data to a staff member that is directly involved in the process helps sustain the changes.

For more information about this Change Project, see pages 24-25 in the [NIATx Business Case Series](#).

Current Events

Baseline Data Collection

Continue to collect baseline data using the new state data system that was introduced on September 20, 2007 at the NIATx data collection training meeting in Salem.

If you have any questions about or feedback regarding this system, please contact Dagan Wright at 503-945-5726 or dagan.a.wright@state.or.us.

Newsletters

Watch for your monthly newsletters featuring NIATx provider accomplishments and project updates. There will be a lot of information in these upcoming newsletters so please share them with your team and keep your contact information up-to-date.

Upcoming Events

Staff Surveys

In January we will distribute staff surveys to your organization. Please have ten members of your team complete the survey (either online or on paper). It takes roughly ten minutes to complete the survey. Surveys are due by February 1, 2008.

Randomization

We will notify you in mid-January about your study arm assignment and the combination of services that you will receive from NIATx as part of this study. Please keep in mind that each study arm includes a different combination of services.

Learning Sessions

We will announce the date and location of the first Learning Session in the next newsletter. Stay tuned and keep in mind that your organization has a 50 percent chance of receiving the Learning Session service. This first session will provide fundamental information about using process improvement strategies in your organization.

Interest Circle Calls

The dates and times for Interest Circle Calls are yet to be determined. The first NIATx 200 call will also provide fundamental information about using process improvement strategies in your organization.

If your organization is assigned to a study arm that includes Interest Circle Calls, please plan to have your Change Team participate.

Updates

Contact Updates

Please contact info@niatx200.net to notify the NIATx 200 team about any staff changes (Executive Sponsor, Change Leader, etc.). This will ensure that your agency receives information in a timely manner.

News from the State of Oregon

Data Collection Training a Success

On September 20, 2007, more than 30 providers joined Dennis McCarty and Dagan Wright to kick off the data collection process for the Oregon NIATx 200 project.

Following a review of the project, its goals, and examples of great outcomes, participants walked through both the Excel application and the web-based application designed to enter, capture, and analyze their data. This team approach resulted in shared learning as well as shared laughter.

There was excitement and many questions. Providers gave specific feedback and requests for changes to the system. The DHS staff that created the program answered questions and took notes. These changes will be considered and improvements will continue for the duration of the project.