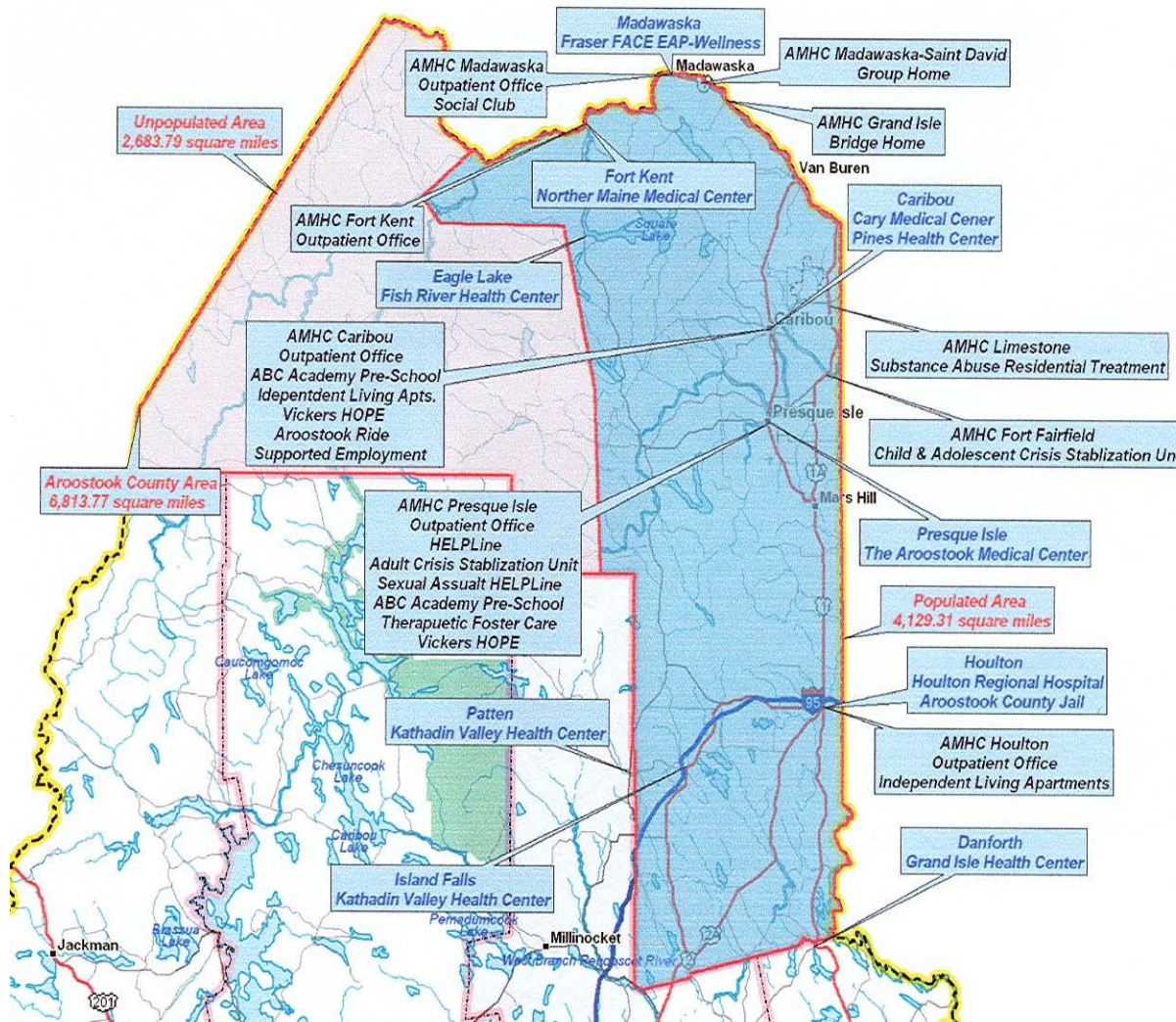


AMHC

Mission: To work together to promote the well being of our community by providing healthcare, social, and educational services.

# Map of Catchment area



An area the size of Connecticut and Rhode Island with a very diverse population

Light industry, forestry and agriculture are the primary employers

# Aroostook County – Aroostook River



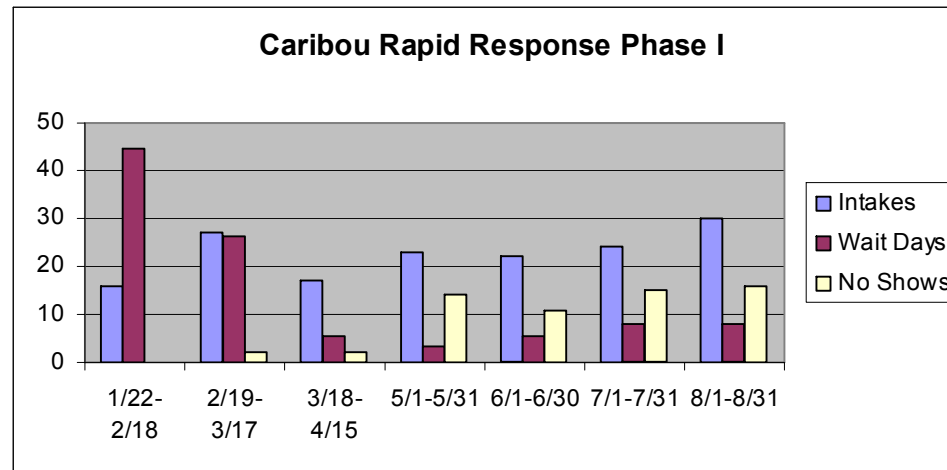
# Caribou Rapid Change Team



# Access to Treatment

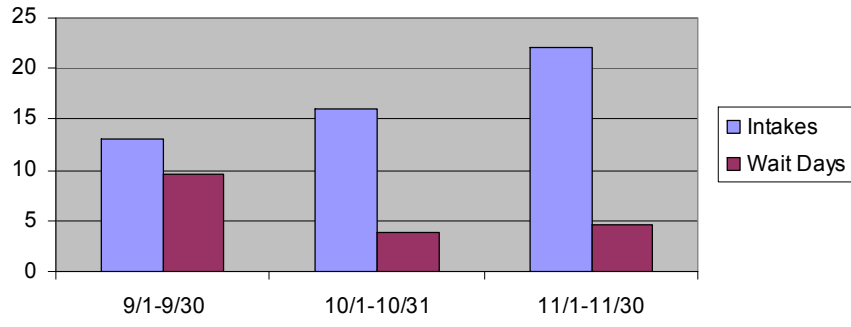
- Completed walk through in Houlton on 9/27/06
- Caribou team developed access group to be conducted 5 days a week.
- Houlton team developed a minimum of one intake slot per day.
- Valley team developed access group to be conducted 3 times a week.

# Caribou Phase I

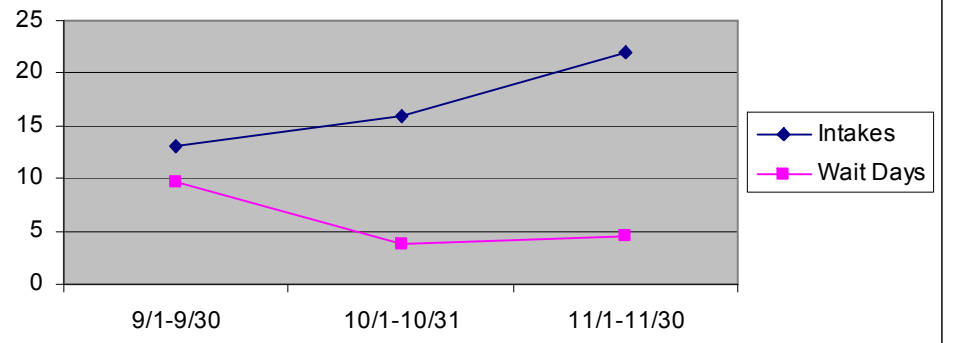


- Completed walk through in Caribou on 11/21/05
- Support staff in Caribou began inputting LOCUS, CALOCUS and TDS for clinicians
- A variety of other changes were made to the Access Group

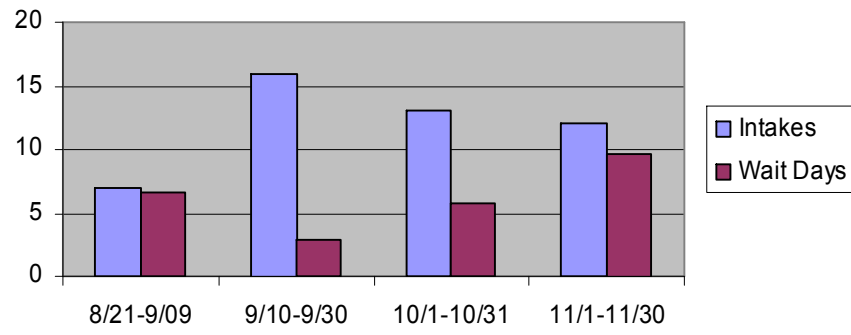
### Caribou Rapid Response Statistics



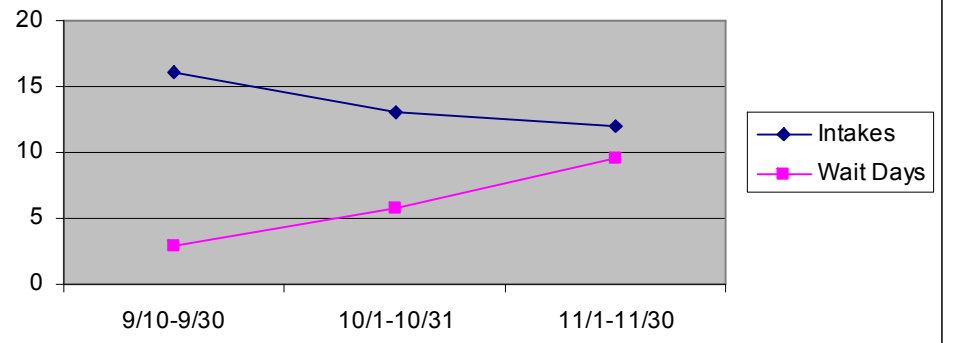
### Caribou 3 months



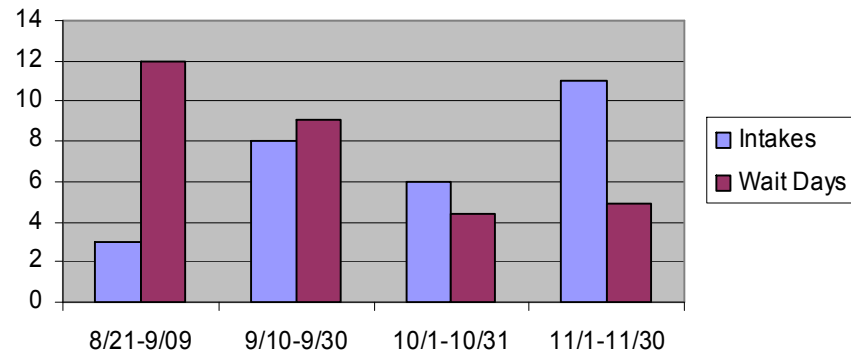
### Houlton Rapid Response Statistics



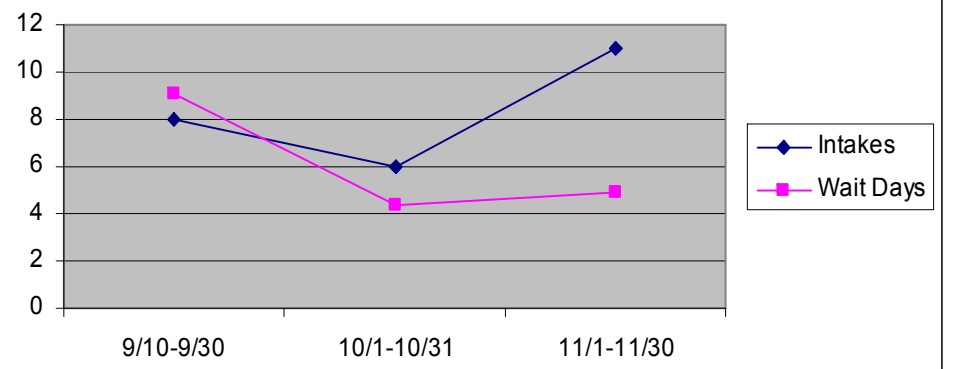
### Houlton 3 months



### Valley Statistics



### Valley 3 months



# Change Begets Change

- Support staff in Caribou began inputting LOCUS, CALOCUS and TDS for clinicians
- Caribou made a number of changes around the Access group, ending up with scheduling Access group 5 days a week.
- Caribou Substance Abuse program moved on June 19, 06 to a larger location in the same building due to a need for more programmatic space,
- AMHC implemented the Access Center for the entire agency on November 14, 2006
- All 3 sites experienced an increase in referrals and intakes.

# Impact on Business Plan

- Intensive Outpatient programs were started in the Valley, Caribou and Houlton
- Number of treatment groups were increased in all locations
- 74% of clients in Caribou attended four or more times in a row.

		Total Revenue	Total Expenses	Clients	Client Time
<b>Caribou</b>	3 mo - Sept, Oct. Nov.	<b>45%</b>	<b>64%*</b>	<b>94%</b>	<b>326%</b>
<b>Madawaska</b>	3 mo - Sept, Oct. Nov.	<b>20%</b>	<b>-3%</b>	<b>-19%</b>	<b>147%</b>
<b>Houlton</b>	3 mo - Sept, Oct. Nov.	<b>70%</b>	<b>-10%</b>	<b>19%</b>	<b>101%</b>

\* increase in costs due to Doctor Consultations time to support ORT Clinic

# Impact on Agency

- Increased focus on access to treatment service
- Increased focus on internal/external and ultimate customer service
- Willingness to take on other challenging issues
- Less fear to change

# Next Focus

- Continuation of care
- Decrease No Show Cancellation
- Collections
- Decrease time to second appointment
- Improve Team Communication