

Maine STAR-SI Program
Second Rapid Cycle Change Project – “Faxing DEEP Paperwork”
December 2006 – February 2007
Business Impact

Note on Method: Impact of the Change on revenue is calculated using gross charge information provided by each agency, and using the actual number of assessments completed by each agency during the post-change period.

CHANGE PROJECT	DESCRIPTION OF CHANGE	CHANGE DATES	Number of Assessments	Increased Gross Revenue From Assessments During Post-Change Period	Projected Increased Revenue from Intervention Sessions Post-Change (assume 6 sessions/client)	Total Projected Increase Revenue from First Change Period (4 weeks)
State Level Change Project #2	DEEP office and provider agency will fax paperwork (vs. mail) authorizing treatment to count towards DEEP on day client presents at treatment agency.	Pre-Change: 12/19/06 to 1/15/07 Post-Change: 1/16/07 to 2/16/07	Pre-Change 38 Post-Change 66	\$7334 (Annualized = \$95,342)	\$16,812 (Annualized = \$218,556)	\$24,146 (Annualized = \$313,898)

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Goal: The goal for the second rapid change cycle project is to *decrease the wait time between first call and initial assessment* for clients receiving outpatient substance abuse treatment as part of DEEP requirement.

**STATE LEVEL IMPACT
Updated 3/5/2007**

CHANGE PROJECT	DESCRIPTION OF CHANGE	CHANGE DATES	NUMBER OF AGENCIES REPORTING CHANGE	Total Number of Requests for Service (DEEP)	Total Number of Assessments	Average Wait Time Between First Call and Assessment
State Level Change Project #2	DEEP office and provider agency will fax paperwork (vs. mail) authorizing treatment to count towards DEEP on day client presents at treatment agency.	Pre-Change: 12/19/06 to 1/15/07 Post-Change: 1/16/07 to 2/16/07	8	Pre-Change = 38 Post-Change = 77	Pre-Change=37 (Show Rate=97%) Post-Change=66 (Show Rate=86%)	Pre-Change= 8.34 Post-Change=5.84

Note: 2 agencies reported number of pre-change assessments, but did not report wait times.
1 agency reported number of post-change assessments, but did not report wait times.