



Counseling Services, Inc.
Providing Community Mental Health Services

**Medication Management;
Faster, Sooner, Lower Cost**



STAR-SI PDSA



- In October '08 we had started a new psychiatric service; providing Medication Management in a “clinic model.”
- 4 clinicians, 10 appts/ day: 1 doctor, 2 days/ wk.

Problems:

- Clinicians and clients were waiting too long for the doctor.
- Appointments were up to 12 weeks out.

We met, discussed and revised to:

- 3 clinicians, 12 appts./ day with one doctor.
- Opened up to 3 days / week.

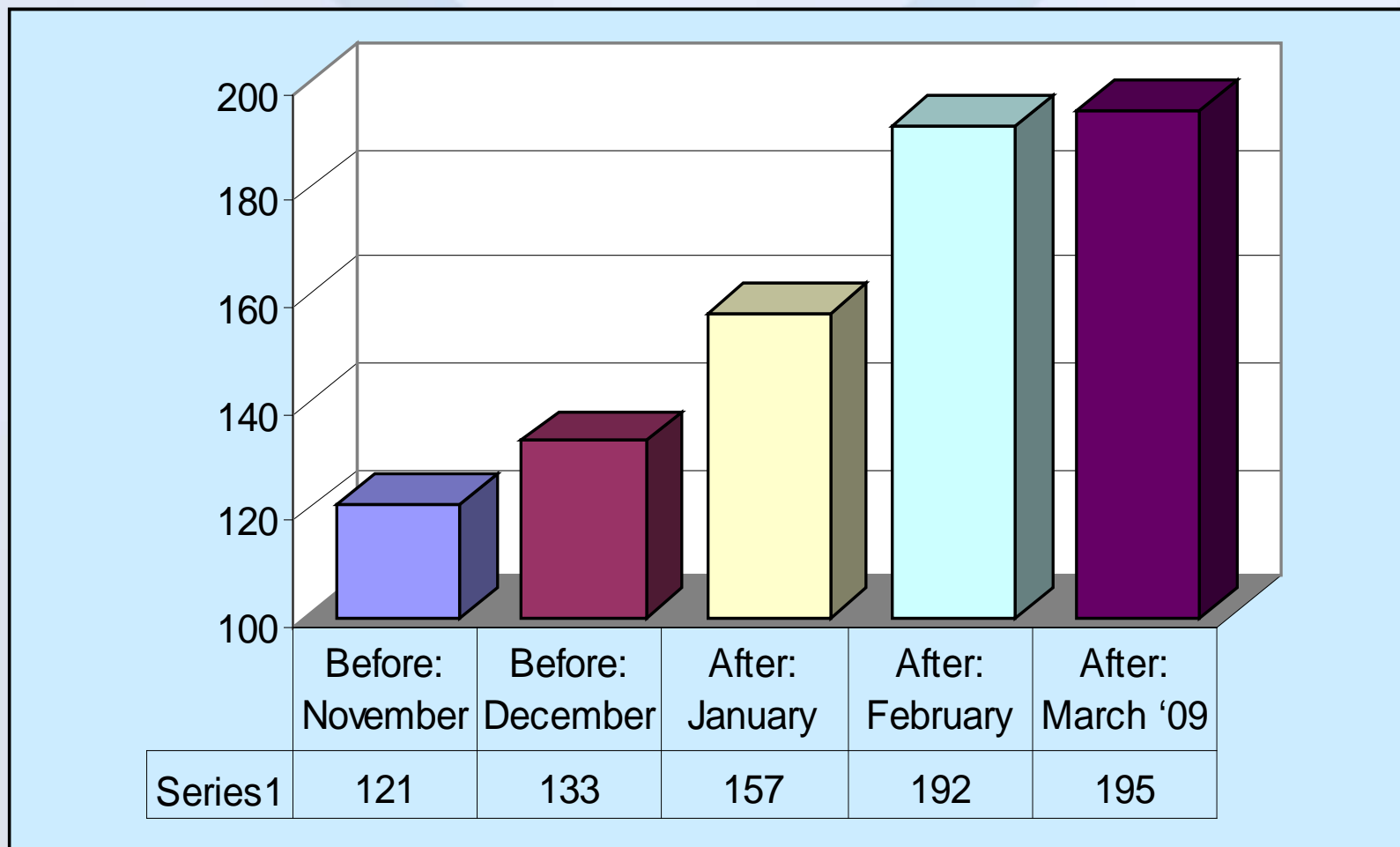
★ STAR-SI PDSA



Results of revised program:

	<i>Med. Mgmt. Units</i>	<i>Wait for next appt.</i>	<i>Average units/day/clinician</i>
<i>Before: 11/08</i>	<i>121</i>	<i>11 weeks</i>	<i>Not fully implemented</i>
<i>Before: 12/08</i>	<i>133</i>	<i>10 weeks</i>	<i>7.83</i>
<i>1/09 transition</i>	<i>157</i>	<i>3 weeks</i>	<i>7.08</i>
<i>After: 2/09</i>	<i>192</i>	<i>1 – 5 days</i>	<i>9.0</i>
<i>After: 3/09</i>	<i>195</i>	<i>1 – 5 days</i>	<i>8.5</i>

Results:



STAR-SI



Business Case

- We needed to stop losing so much money!
- We needed a medication management model that we could afford, and be able to serve existing and new clients with a shorter wait.
- The increased costs of our modifications were more than compensated for by increased number of units and revenue.
- We are still losing money, but not so much.

The Plan for Sustainability

- Our previous method of doing medication management was not sustainable. It lost too much money.
- Our “first try” at this model improved the balance sheet, but was not efficient.
- We adapted the model to a fit that served clients with less waiting, served them sooner, and cost less.
- **Faster; Sooner, Less Cost – It worked!**

STAR-SI



Cultural

Impacts/Considerations

- Medication management is a vital part of a Comprehensive Community Mental Health Center, but is very costly to provide.
- With recent rate cuts, we can't afford to support programs that lose lots of money.
- At the start, some clients were not happy with having less time with their doctor, but as we implemented, the time and relationship with the counselor appears to be a good substitute.