



# **CRISIS & COUNSELING CENTERS, INC**

# STAR-SI

## **PDSA – What did you do and why?**

- Added Contingency Management to a Motivational Enhancement group.
- Due to the stage of change of this group attendance was poor.
- Since CM has proven to be most effective as a short-term intervention, our assumption was it might be ideal for this 6 week group who could benefit from extrinsic motivation.

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## Decision Support – What Happened and How do you Know?

- Attendance was tracked for two cycles. The first cycle was a group that had already been in the program for 3 weeks. The second cycle was a new group just starting.

Pre-change average attendance	64%
1 <sup>st</sup> Cycle average attendance	88%
2 <sup>nd</sup> Cycle average attendance	90%

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## **Business Case and/or Strategic Advantage for the Organization**

- Most importantly, improved MET attendance means better client retention and undoubtedly results in better clinical outcomes.
- If the average number of clients attending was 8, the increase of roughly 25% would mean that for this twice weekly group there would be 20 rather than 16 billable services or another \$132/week, or \$6864 annually.



## The Plan for Sustainability

- Sustainability is very simple in this case, the “fishbowl” is being continued as a regular feature of our MET groups.



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## **Cultural Impacts/Considerations**