



RECOVERY CENTER



*The Network for the
Improvement of Addiction Treatment*

NIATx 2000

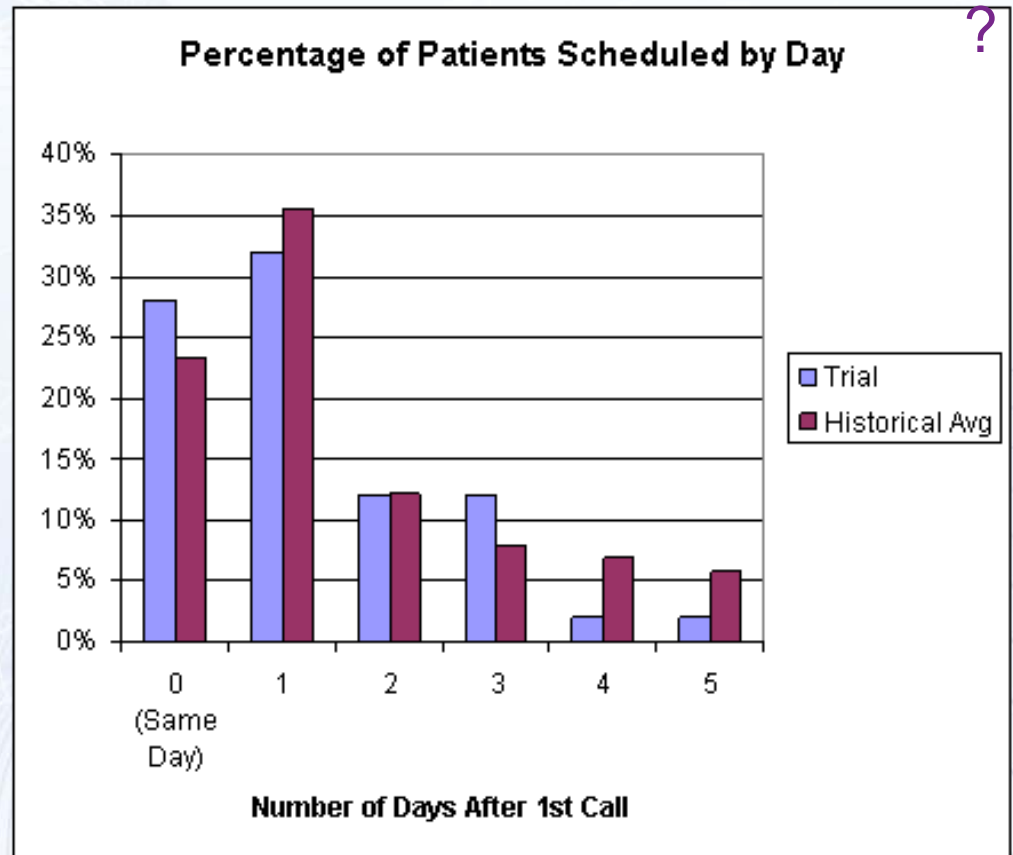
**STAR-SI Retention Efforts
2008-2009**

PDSA – What did you do and why?

- **Rationale** Data indicates a 90% show rate for clients who make same-day appointments. Clients are not always offered an appointment same-day, even though there is back-up staff to accommodate extra assessments.
- **Project Aim(s)**
- Increase the Show-Rate for assessment appointments from the historical average of 63.0%.
- Increase the number of clients who receive assessments the same day as 1st contact from the historical average of 23.3%.
- **Changes Implemented** Previously, clients were scheduled for hour-long assessments on the hour. In the afternoons a second clinician is made available so two patients can be seen simultaneously, but staff rarely “double-booked.” Appointments were to be booked every half-hour for the hour-long assessments. This would decrease the stigma of “double-booking” and ease the clerical difficulties of having 2 patients arrive simultaneously. Staff answering phones were given scripting to offer same-day appointments first

Decision Support – What Happened and How do you Know ?

	Baseline	Trial
Same Day	23	28
Overall Show	63	68



Business Case and/or Strategic Advantage for the Organization

- More patients successfully assessed and referred the same day (+5%) and more assessed and referred overall (+5%)
 - **Billable visits increased, significant reduction of no-show rates within the first 2 days.**

The Plan for Sustainability

- Continue to have intake staff encourage same-day assessment and referral for treatment
- Provide enough staff resources for same-day assessment
- Referring clinicians keep log of proposed treatment start dates, no-shows, and follow-up calls.

Cultural Impacts/Considerations

- Continue to train staff about importance of same-day assessment and treatment
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Next:

- Access and Retention: Develop data, monitoring tools, and processes to reduce no-show rates for initial start of treatment.