

Milestone Foundation Inc.

Emergency Shelter & Detoxification

65 India St. Portland, Maine

Extended Care, Outpatient

28 Portland Ave.

Old Orchard Beach, Maine

Tom Allan LCSW, LADC, CCS

Executive Director



AIM (plan)

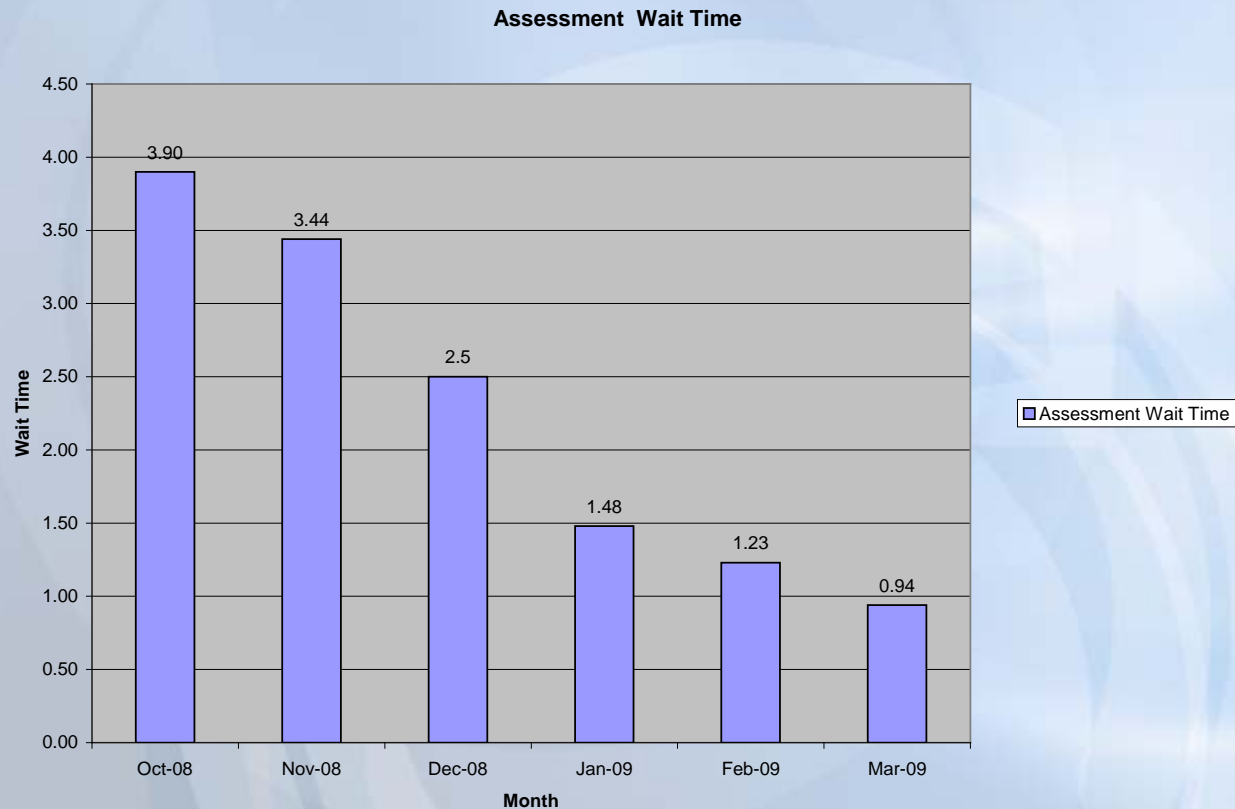
- The desired aim is to reduce the time it takes from when a client in the emergency shelter first requests detoxification to when they are brought onto the detox unit for a face to face screening.
- Baseline data revealed a 3.9 hour wait time from request for detox to face to face screening with a registered nurse.

CHANGE (do)

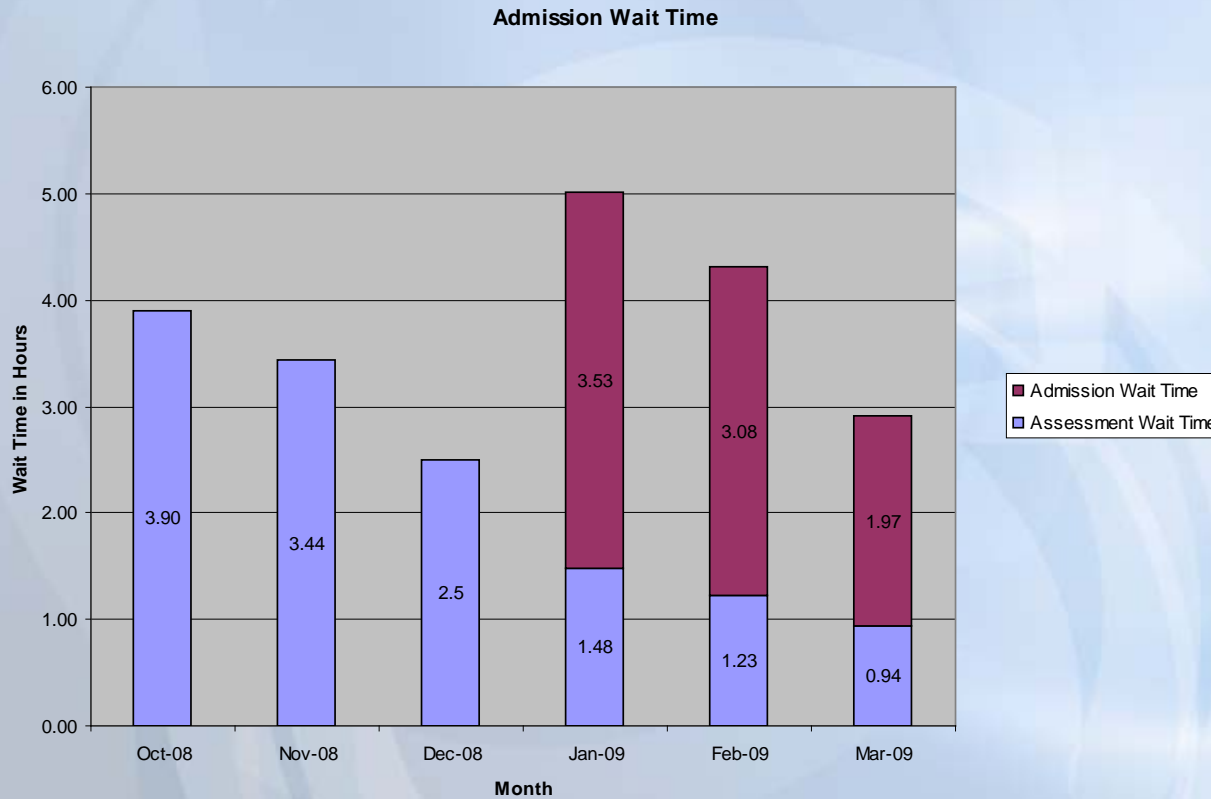
- The change team determined we would ***track the time it takes to get from the shelter onto the detox unit.*** Baseline data revealed a wait time of 3.9 hours from request for detox until client was brought onto the unit.
- Shelter attendants began escorting clients directly to the detox unit.
- A room was designated for triage/screening across from the nurse's station.
- Clients would be escorted to the unit and assigned a bed for a face to face level of care screening.



RESULTS (study)



NEXT STEPS (act)



IMPACT (business case, lessons learned)

- As a result of reduced wait times our average daily detox census increased from 13 to 16 clients a day.
- This is an increase of approximately 90 visits per month.
- 90 visits X \$254.00 a visit=\$22,860.00
- 50% insured (MaineCare/Commercial)

