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NAME of YOUR AGENCY

- Crossroads for Women

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PDSA – What did you do and why?

- Use contingency management to increase retention in Outpatient and Intensive Outpatient in first 30 days of treatment
 - 5 three week change cycles to increase attendance at 4 sessions within 30 days
 - Rewards and criteria for distribution varied with each cycle



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Decision Support – What Happened and how do you know?

	1 st session	2nd	3rd	4th	Ratio 4 th to 1st
Baseline	20	19	16	11	55%
1	18	17	15	14	78%
2	17	15	14	8	47%
3	13	12	12	10	77%
4	14	14	13	13	93%
5	15	15	9	9	60%

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Business Case and/or Strategic Advantage for the Organization

	Max. sessions possible	Sessions attended	Ratio
Baseline	80	66	82%
1	72	64	89%
2	68	54	80%
3	52	47	90%
4	56	54	96%
5	60	48	80%



The Plan for Sustainability

- Budget item in FY '10
- Connect with corporate sponsors
- Spread practice to residential programs



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Cultural Impacts/Considerations

- Positive impact re retention and maximizing sessions
- Clients not respond as well for complying with rules (Change 2)
- Rewards focused on group attendance but client mix of group and individual sessions changed; clients not attending group as frequently not as motivated (Change 5)
- Strengthened milieu atmosphere
- Need to change contingency management routines frequently
- Opportunity to educate corporate sponsors