



**NIATx**

# Overview

*Network for the Improvement  
of Addictions Treatment*

*Reduce Waiting & No-Shows • Increase Admissions & Continuation*

# Our Mission

To help people with substance misuse and/or mental health issues by improving care delivery systems.



# We accomplish this by:

- Promoting system and process improvement methods and tools;
- Offering professional development through peer networks and coaching;
- Designing, implementing, and sharing technology solutions;



# We accomplish this by:

- Building alliances between treatment providers, payers, and policymakers; and,
- Strengthening leadership and the business case for care delivery improvement.



# Our Aim

To implement best practices  
**using best practices...so**  
people can live better lives



# Five Principles

- Understand and involve the customer
- Focus on what keeps the CEO awake at night
- Pick a powerful Change Leader
- Get ideas and inspiration from outside the organization
- Do rapid-cycle testing



# Why Process Improvement?

- Customers are served by *processes*.
- 85 percent of customer-related *problems* are caused by processes.
- You must improve your processes to better serve *customers*.

# Why Organizational Change?

- Small changes *do* increase **client satisfaction**.
- Satisfied clients are more likely to show up and **continue their treatment**.
- More clients in treatment make your work **more rewarding**.
- More admissions and fewer drop-outs improve the **bottom line**.

# Small Changes, Big Impacts

- Small changes create a *big* difference for both clients and staff.
- Effective changes don't have to be expensive  
Devoting an *hour a day* of a receptionist's time to confirm next-day appointments cost one agency *\$4,000 per year*. The resulting reduction in no-shows increased their revenues by over *\$400,000 per year*.

# Access & Retention

- Reduce wait times
- Increase continuation
- Reduce no-shows
- Increase admissions

# NIATx Provider Results



Reduce Waiting Times: **23.6% reduction**  
*(82 change projects in 34 agencies)*



Reduce No-Shows: **32% reduction**  
*(51 change projects in 29 agencies)*



Increase Admissions: **25.3% increase**  
*(52 change projects in 25 agencies)*



Increase Continuation: **13.5% increase**  
*(102 change projects in 34 agencies)*

# NIATx INITIATIVES

STRENGTHENING TREATMENT ACCESS  
AND RETENTION (STAR)

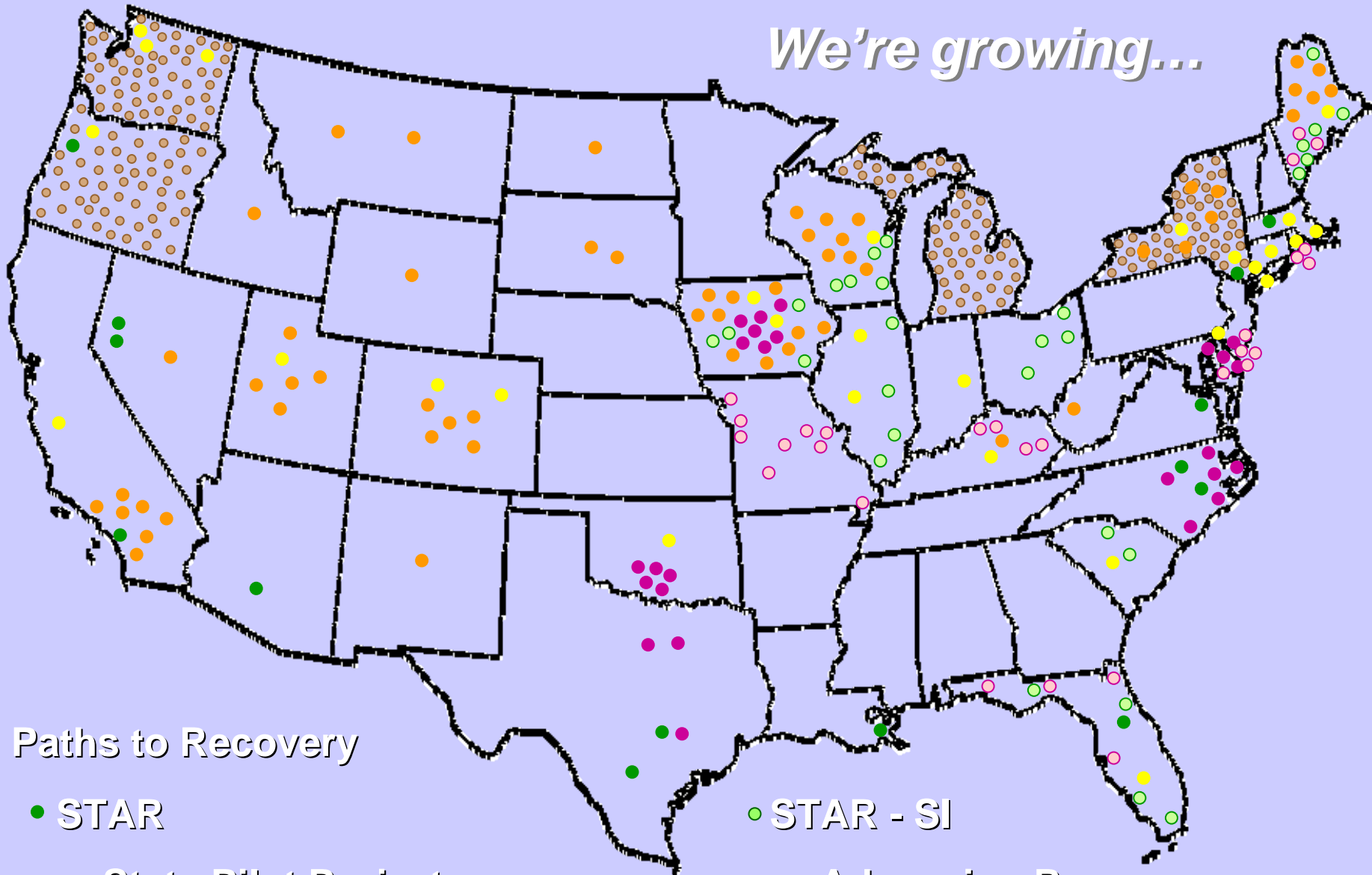
STAR – STATE IMPLEMENTATION (STAR-SI)

ADVANCING RECOVERY

NIATx 200



*We're growing...*



● Paths to Recovery

● STAR

● State Pilot Project

● Self Initiated  
Members

● STAR - SI

● Advancing Recovery

NIATx 200

# NIATx Reach

Represented in **48** States

<b>Providers</b>	<b>835</b>
<b>States</b>	<b>24</b>
<b>Counties (LA)</b>	<b>1</b>
<b>Cities (Phil, Balt)</b>	<b>2</b>
<b>Single State Agencies</b>	<b>12</b>



# PROVIDERS AND PURCHASERS

PROVIDERS

PATHS TO RECOVERY  
STAR

PROVIDER/PURCHASER PARTNERSHIPS

STAR-SI  
ADVANCING RECOVERY



# NIATx and MENTAL HEALTH

## FINDINGS FROM FIELD RESEARCH

- Long wait times for first appointment
- High drop-out and no-show rates, especially early in treatment
- High rapid readmission rates
- Low linkage rates between inpatient treatment and community services

Gains in quality of care, financial efficiency and clients' experiences of treatment



# NIATx Vision

To spread the use of process/system improvement to make community based health care more effective and efficient.

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