



NIATx

# Overview

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

# The Rationale For Process Improvement

- Payors and regulators increasingly are demanding more for less.
- Providers need to maximize productivity while ensuring and improving quality of care
- Streamlining administrative processes is critical to reduce costs and assist management

# NIATx

- SAMHSA's partnership with NIATx in substance use agencies
- Results have been extremely positive
- Goal - use in mental healthcare agencies
- Process improvement supports success in transformation



# NIATx Mission

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

## *Guiding Principles...*

- Consumer focused;
- Research based; and,
- Business case oriented



# We accomplish this by:

- Promoting system and process improvement methods and tools;
- Offering professional development through peer networks and coaching;
- Building alliances between providers and payers; and
- Strengthening leadership and the business case for care delivery improvement



# 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*.

# SMALL SCALE RAPID CYCLE CHANGE

- CLIENT-DRIVEN WALK THROUGH
- SELECT AIM AND BASELINE DATA
- SELECT INTERVENTION
- TRY INTERVENTION FOR ONE TO TWO WEEKS
- EVALUATE
- ADOPT, ADAPT, ABANDON



# 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)*

# PROVIDERS AND PURCHASERS

PROVIDERS

PATHS TO RECOVERY  
STAR

PROVIDER/PURCHASER PARTNERSHIPS

STAR-SI  
ADVANCING RECOVERY



# NIATx and MENTAL HEALTH

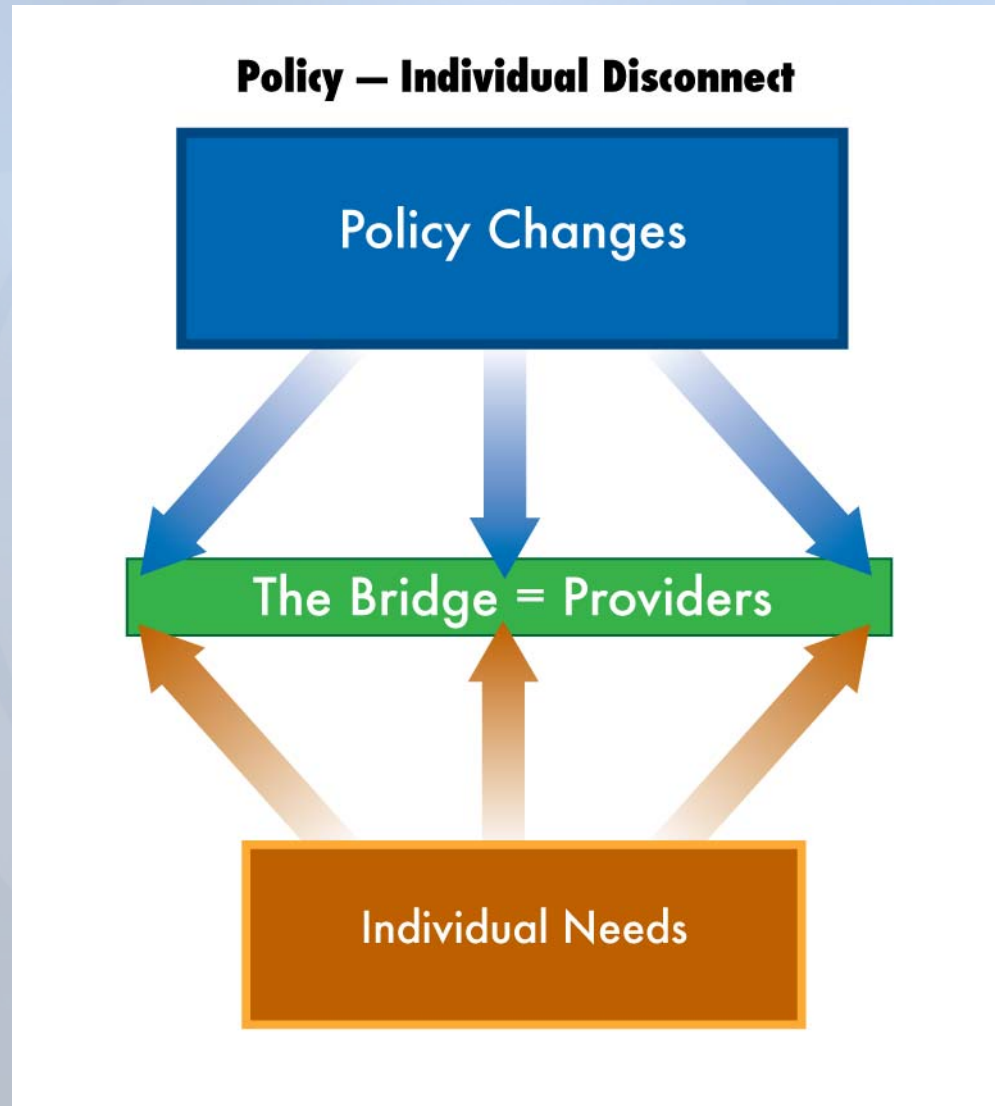
## FINDINGS FROM FIELD RESEARCH

- 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

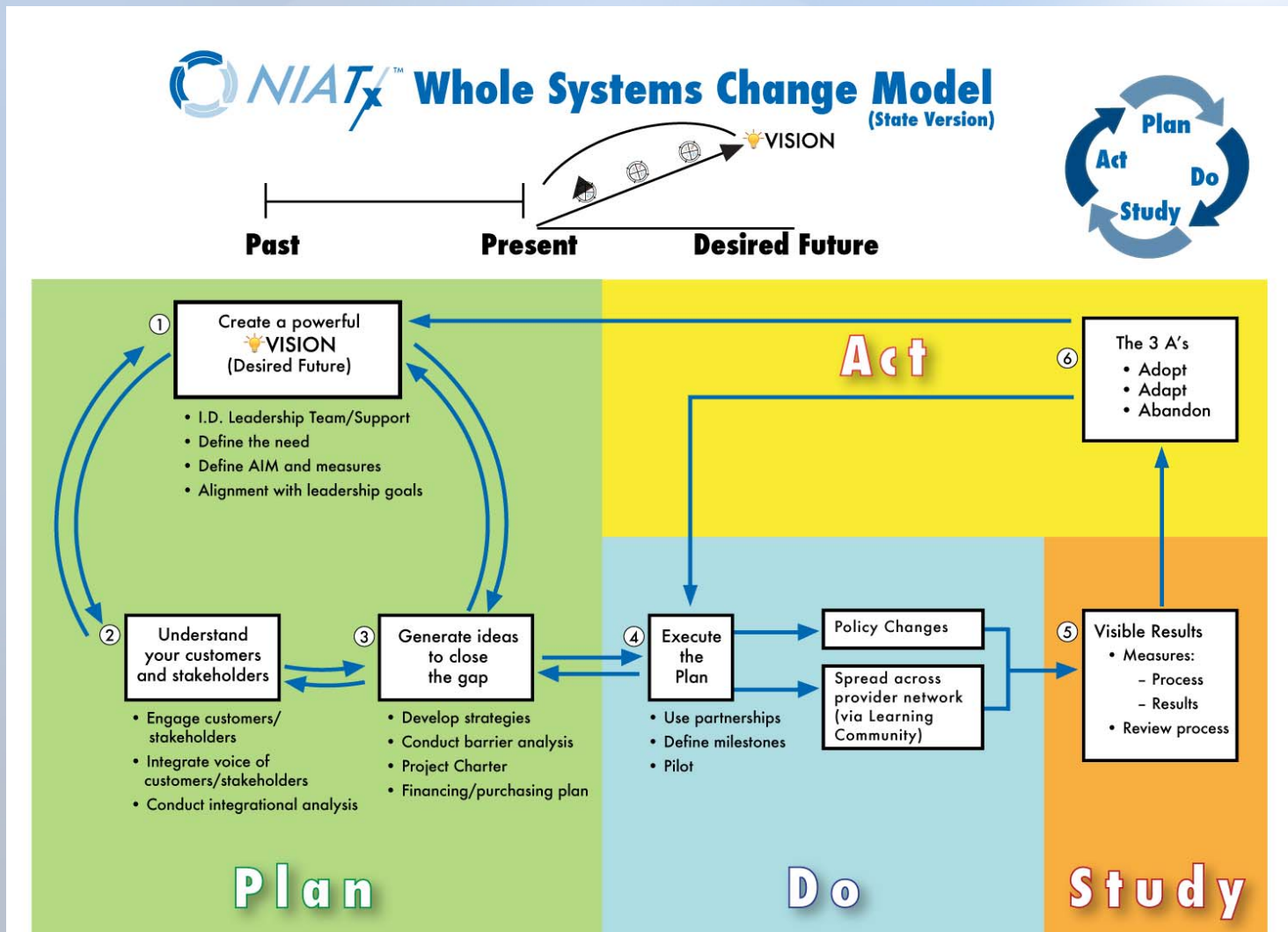
Gains in quality of care, financial efficiency and client's experience of treatment



# Challenges of our Day



# Picture Of Whole System Model



# NIATx MENTAL HEALTH PROJECT

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