



NIATx

Overview

Reduce Waiting & No-Shows • Increase Admissions & Continuation



NIATx™

*Performance Improvement
Capacity as a Transformation
Goal*

*Michaelle Statham
System Process Improvement
Coordinator, Oklahoma*

Reduce Waiting Times & No-shows • Increase Admissions & Continuation

Vision

To develop process improvement capacity to improve access and retention in Oklahoma



Understanding Customers

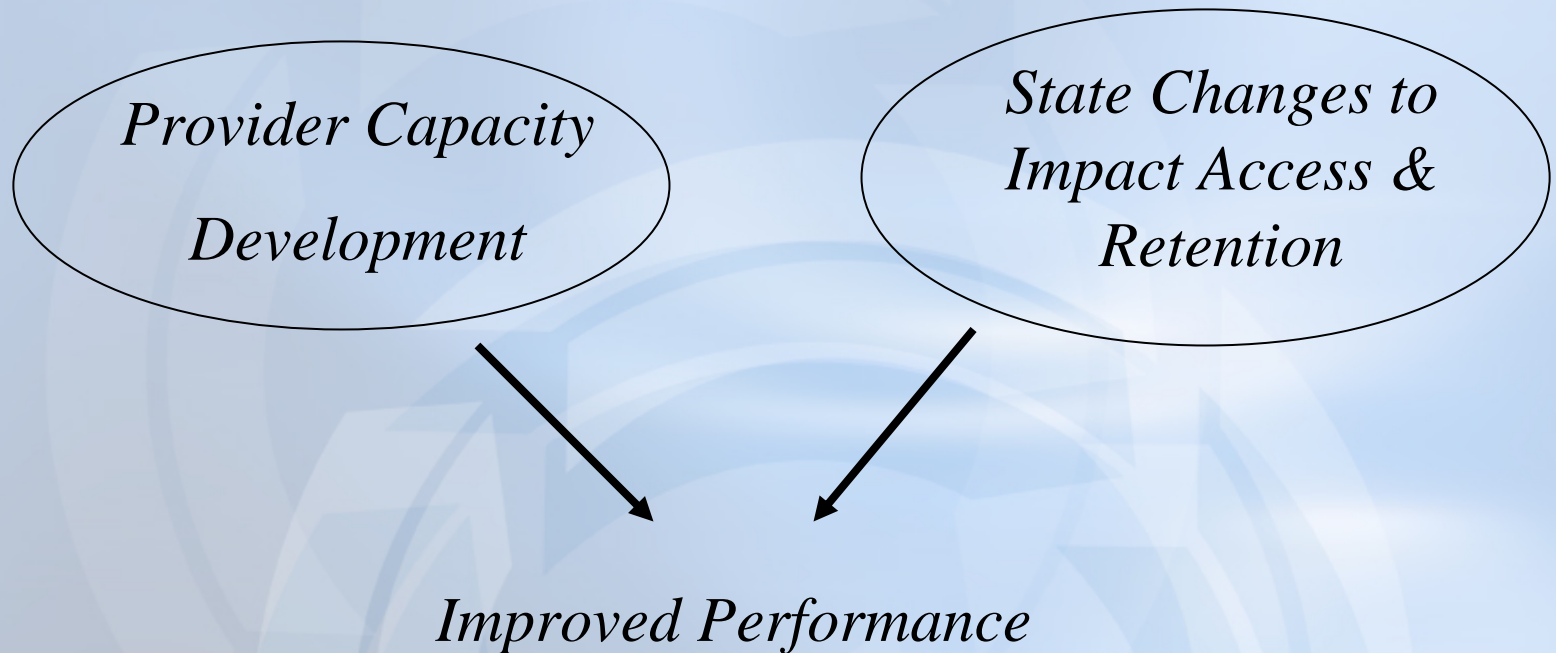
- Conducted provider focus groups
 - NIATx providers
- Used walk-throughs



The Gap

- Provider relations needed improvement
- Poor access and retention numbers
- Providers needed improve skills
- State needed mechanisms to identify opportunities for improvement and make changes

Oklahoma's Approach



Provider Capacity Building

STAR-SI Grant

Cohort	Planned	Actual
Year One	6	4
Year Two	7	6
Year Three	6	9

The admissions from these 19 providers make up 26% of admissions for the DMHSAS system.

Provider Capacity Building

Diffusion

- **Included a goal in the Transformation grant to spread the NIATx process improvement model throughout the state treatment delivery system.**
- **Developed the State position “Systems Process Improvement Coordinator”.**
- **Develop a Change Leader Academy in our state.**



State Changes

Performance-Based Contracting

STAR-SI:

Developing an incentive contract for access and retention measure target attainment, data collection, and spread projects for STAR-SI providers.

Statewide:

Restructured state rules to require all substance abuse agencies to conduct a walk-through and write up the results.



State Changes

Customer Needs and Requests

- **Change 1: All CMHCs and their satellites (approximately 50 sites) now have videoconferencing ability.**
- **Change 2: Decision Support Services (DSS) has Data Integrity Review Team, which provides on-site review and technical assistance on all data reporting issues for any providers.**
- **Change 3: Developing an E-Learning Module for data reporting that targets clinicians.**



Improved Performance

	Baseline (per month)	Post-Change (per month)	Percent Change
Admissions	445	487	9% Increase
Avg. # of Pages of Intake Paperwork Reduced	45	30	33% Decrease
Reduced Wait Times	24	19	21% Decrease
Percent No-Show	27%	20%	26% Decrease



Next Steps

- **Train Central Administration personnel to be Change Leaders.**
- **Keeping key personnel in place**
- **Closer collaboration with Innovation Center to complete and continue transformation.**

“Understanding System Processes through Chaos”

A Model for Consideration



*Problem
#1*

*Problem
#5*

*Problem
#3*



*Problem
#4*

*Problem
#2*



*Do they relate? Maybe, Maybe Not...
If so, how?*





www.NIATx.net

Reduce Waiting & No-Shows • Increase Admissions & Continuation

Michaelle Statham
Systems Process Improvement
Coordinator
(405)522-8178
MStatham@odmhsas.org

