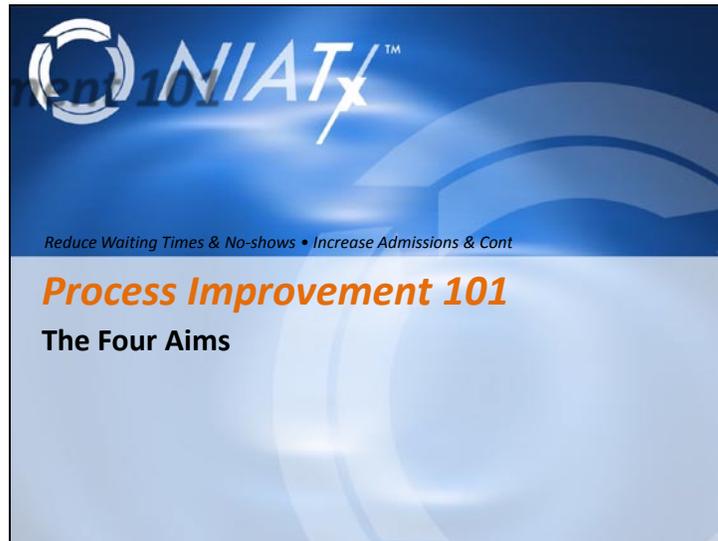
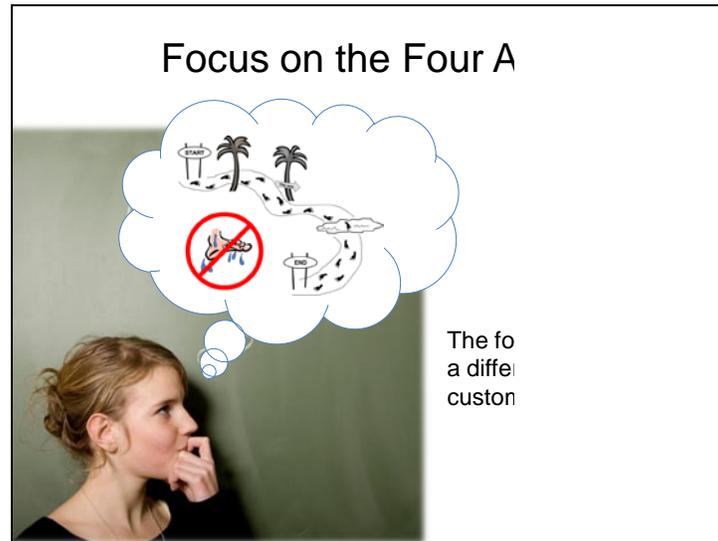


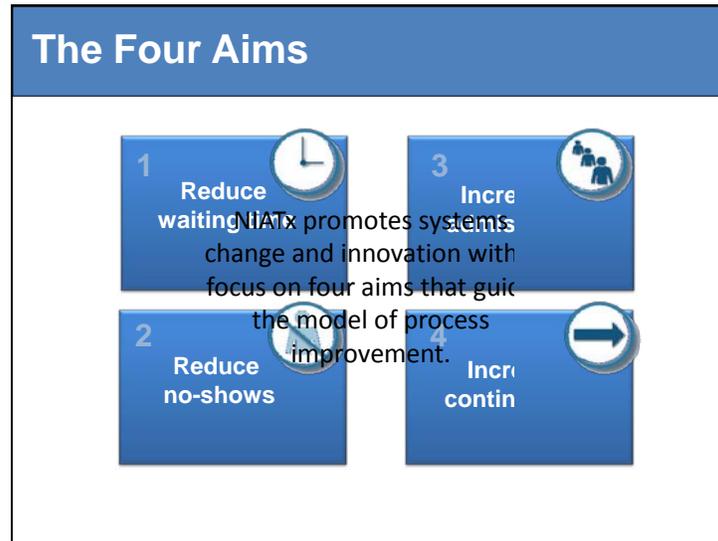
Slide 1



You have already learned about process improvement and you heard about the “NIATx way”.



In this section, you will learn more about the four aims, and how they can help to really focus your change efforts. You will also see how the four aims can make a difference for your customer.



NIATx promotes systems change and innovation with a focus on four aims that guide the model of process improvement.

These Four Aims are:

- Reduce waiting time – This is the number of days a client must wait for an appointment.
- Reduce no-shows – This is the number of clients who do not keep an appointment.
- 3. Increase admissions – so that more people can get into treatment, and
- 4. Increase continuation in treatment – This is where more clients are continuing from the first through the fourth treatment session.



Research has shown that access to treatment, and retention in treatment are the greatest predictors of successful recovery.

The NIATx model of four aims is based on research of the Washington Circle, a multi-disciplinary group of providers, researchers, managed care representatives, and public policy makers.

**The NIATx model -
redesign work systems**



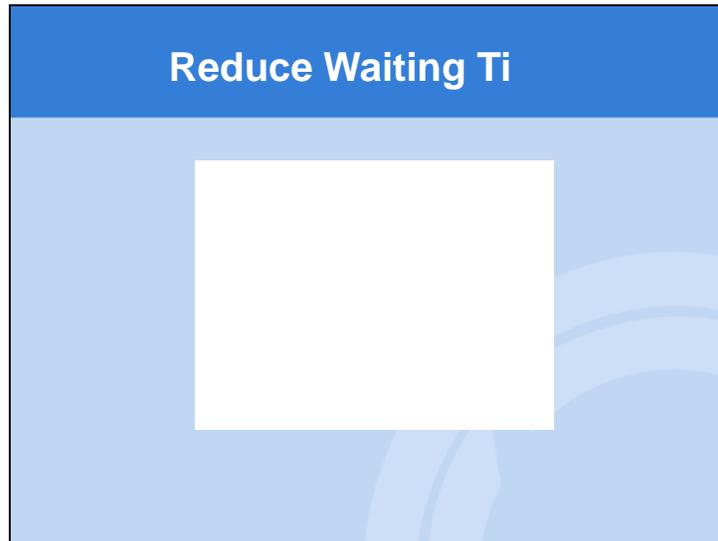
**Addiction
progressive
characteristic:
need to change
behavior.**

Reduce

The four aims support the medical view that: addiction is a chronic, progressive disease characterized by the need to change behavior to prevent further decline. Any interruption or delay in a patient's smooth entry into treatment represents a serious threat in dealing with this chronic illness.

Let's hear from a treatment provider about their experience in focusing on the aim to **Reduce Waiting Time**.

Slide 6



[Penny Free from Terros, a behavioral health organization in Phoenix, AZ talks about the aim they focused on, which was to Reduce Waiting Time.]



Like many NIATx organizations, Terros found that having a clear, precise aim helped keep their change project on target.

To maximize access and retention, treatment organizations must redesign their work systems. As you know, most treatment agency staff are committed to their jobs, but the work can be frustrating and stressful.

Inefficiencies in administrative and clinical practices combine with low pay, to create low job satisfaction and high turnover.

High turnover makes it difficult to invest in training as the solution to the field's challenges, since the expertise leaves along with the employee.

Impact on Staff

- Reduce delays**
We involve staff at all levels in making changes, and ask for their feedback and advice. We know that this is the best way for treatment agencies to implement changes that meet their unique needs.
- Facilitate the client's entry into the system.**
- Minimize stress**
- Streamline tasks**
- Maximize rewards to staff**

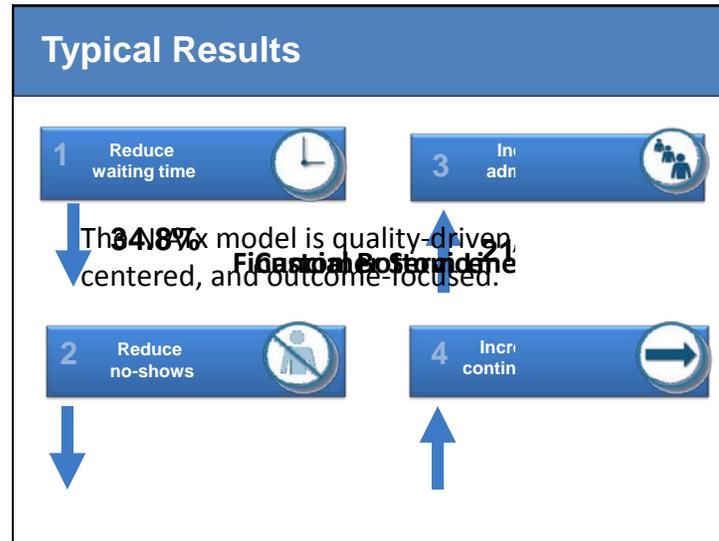
The slide features a background image of a person standing in a field of yellow flowers with their arms raised in a gesture of joy or triumph. The text is overlaid on a semi-transparent white box on the left side of the image.

In our process improvement model, we consider staff another customer group.

This means we involve staff at all levels in making changes, and ask for their feedback and advice. We know that this is the best way for treatment agencies to implement changes that meet their unique needs.

Efficient administrative practices will reduce delays and facilitate the client's entry into the system. When we can minimize stress and streamline tasks, efficiency increases.

We have found that it's very important to maximize rewards to staff, as we improve quality service.... All this leads to increased job satisfaction.



The NIATx model is quality-driven, customer-centered, and outcome-focused.

The organizations we've worked with have seen significant improvements in the service they provide to their customers, as well as the financial bottom line of their agency.

NIATx founding members have realized significant improvements in each of the four aims:

- 34 percent reduction in waiting times
- 33 percent reduction in no-shows
- 21 percent increase in admissions, and a
- 22 percent increase in treatment continuation.



It's important to look at the results, because we know that economics drive an organization's ability to offer services.

A positive economic position is a better leverage point for clinical and organizational change. Programs that drain resources from the organization are rarely expanded.

We've created this method around our belief that measuring progress toward these aims is fundamentally essential to achieving them. Agencies must know how to use data to establish where they are today, and whether or not the changes they make are actually an improvement.

Focus on one Aim

1. Reduce waiting time
2. Reduce no-shows
3. Increase success
4. Increase efficiency

Improved!

Take small steps

Choosing one aim

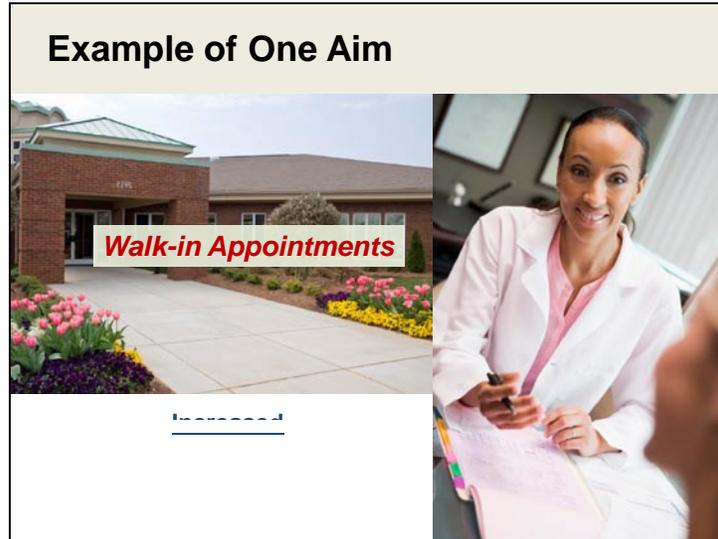
- Total clients served
- Customer satisfaction

You may be ready to jump in and get started, but our model is to take small steps; measure the impact of the change; and then take another step.

We have found that the easiest thing you can do is to focus on one of these four aims. This is a proven model, particularly for behavioral health organizations. Choosing one aim can bring dramatic results.

Similar to the great improvement work accomplished by Penny Free and her team at Terros, we have many success stories and compelling data, that illustrate how focusing on one aims has the potential to produce significant results.

These improvements ultimately impact the numbers of clients served and customer satisfaction. The “financial bottom line” for the organization also benefits from improved efficiencies.



For example...one facility working to reduce waiting times changed to a walk-in appointment system; with the resulting increase in admissions, it increased annual fees by more than \$300,000.

Selecting one aim helps you narrow down your focus so you don't bite off more than you can chew. Our model will guide you through the steps to improve your selected aim.



While the four aims were developed specifically for substance abuse treatment, they can apply to mental health organizations and other human service sectors. Some ideas may not work in all agencies, but the NIATx process improvement model is designed to allow you to discover what does work.

Whether you are *an intake counselor, a clinician, or the agency's executive director*, you will see how you can use simple tools to make real progress towards each of the aims, one at a time.

**We offer simple and innovative
to help you serve your custome**

- Get more people into treatment
- Keep them there longer
- Reduce costs
- Improve staff morale
- Increase revenue

• • • • •



It's really pretty simple. We help you get more people into treatment, and keep them there longer. We can help you reduce costs, improve morale and increase revenue, and leverage your existing resources.

Now, here's a quick review question.

Slide 15

Here's a quick review questions....Can you identify the four NIATx aims

Feedback

Question Feedback/Review Information Will Appear Here

Slide 17



Take a minute and reflect....

Now that you have learned about the four aims, which aim would you focus on first?



NIATx would like to recognize
Robert Wood Johnson Found
for their financial support in making
online training course possible

Thank you.