Performance Improvement for MAT Treatment Programs

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Disclosures

There are no relevant financial relationships with ACCME-defined commercial interests for anyone who was in control of the content of this activity.

Part I – A Brief Introduction to a Rapid Cycle Change Model

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*

CUSTOMERS =
CONSUMERS, CLIENTS, PATIENTS

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**.

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Four NIATx Project Aims

Reduce Waiting Times

Reduce No-Shows

Increase Admissions

Increase Continuation Rates

Adaptations to the Original NIATx Aims

▶ Buprenorphine implementation / MAT Services

▶ HIV testing and service referral

▶ Connecting child welfare and behavioral health agencies

▶ Development of supportive services to improve recovery and quality of life

▶ Improving quality of services in drug courts and offender re-entry programs

▶ Health Care Reform (e.g., 3rd party billing, integration of SUD services in FQHCs, etc.)

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Five Key Principles

- ▶ Understand and involve the customer

- ▶ Fix key problems

- ▶ Pick a powerful Change Leader

- ▶ Get ideas from outside the organization

- ▶ Use rapid-cycle testing

Understand & Involve the Customer

▶ **Most important** of the Five Principles

▶ What is it like to be a customer?

▶ Your staff can be considered customers, too

▶ Conduct walk-throughs

▶ Hold focus groups and do surveys

Making Rapid Cycle Changes

▶ **PDSA Cycles**
  ▶ **P**lan the change
  ▶ **D**o the plan
  ▶ **S**tudy the results
  ▶ **A**ct on the new knowledge
    ▶ Adapt
    ▶ Adopt
    ▶ Abandon
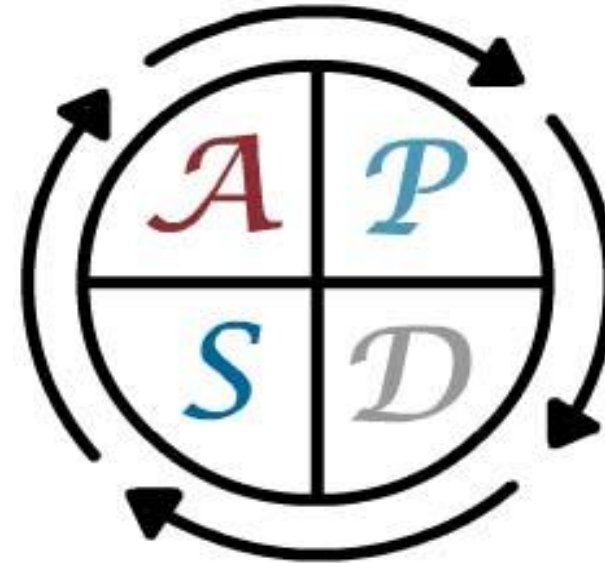
7 Simple Rules of the Road – Data!

▶ Define measures

▶ Collect baseline data

▶ Establish a clear aim

▶ Consistent collection

▶ Avoid common pitfalls

▶ Report and Chart progress

▶ Ask questions
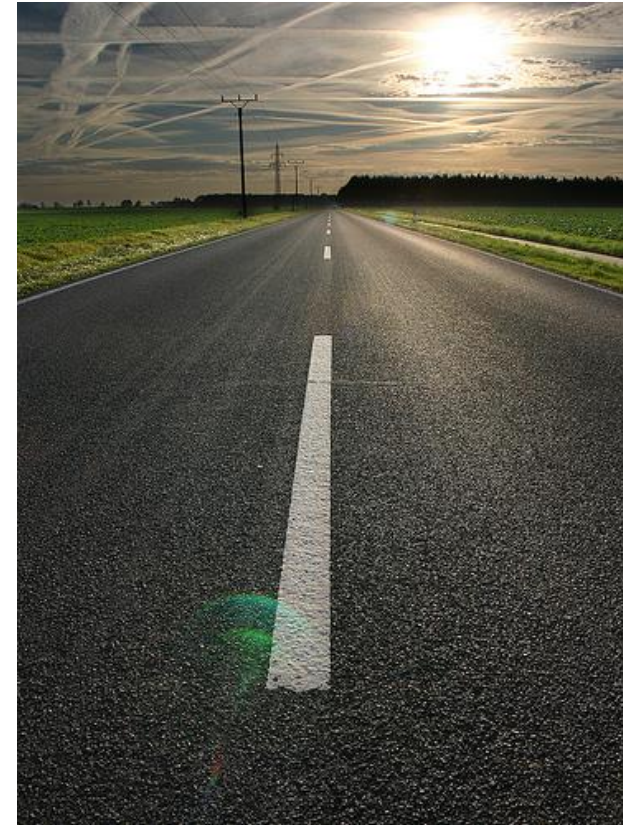
Part II – NIATx in Action
A MAT Case Study

Changing Staff Beliefs through Education – Advancing Recovery Maine

▶ Aim: To increase access to and retention in MAT services

▶ Focus groups were conducted on staff competency and buy-in

▶ Results showed that agency supervisors and line staff were uneasy with MAT services

▶ Change – provide MAT training to increase competency and easy with working with clients who receive medication

Results, Part I

MAT allows patients to better control drinking addiction.

Pre-training   Post-training
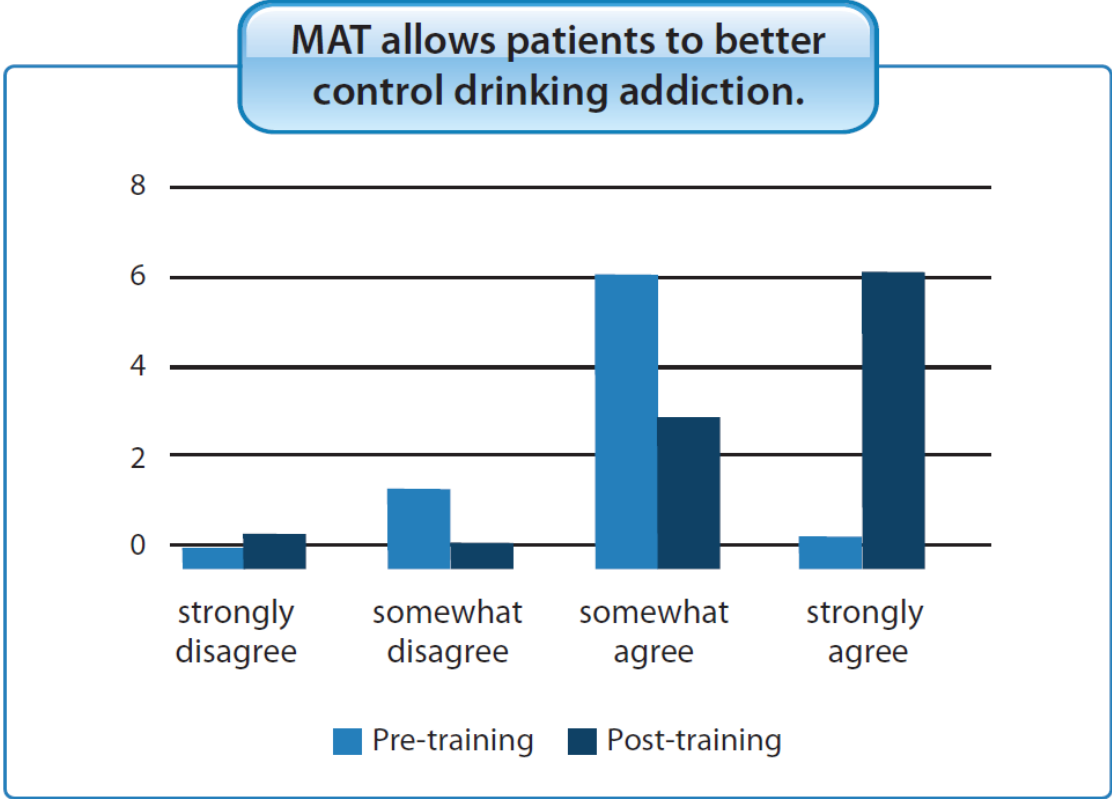
MAT allows patients to better control problem drinking

Results, Part II
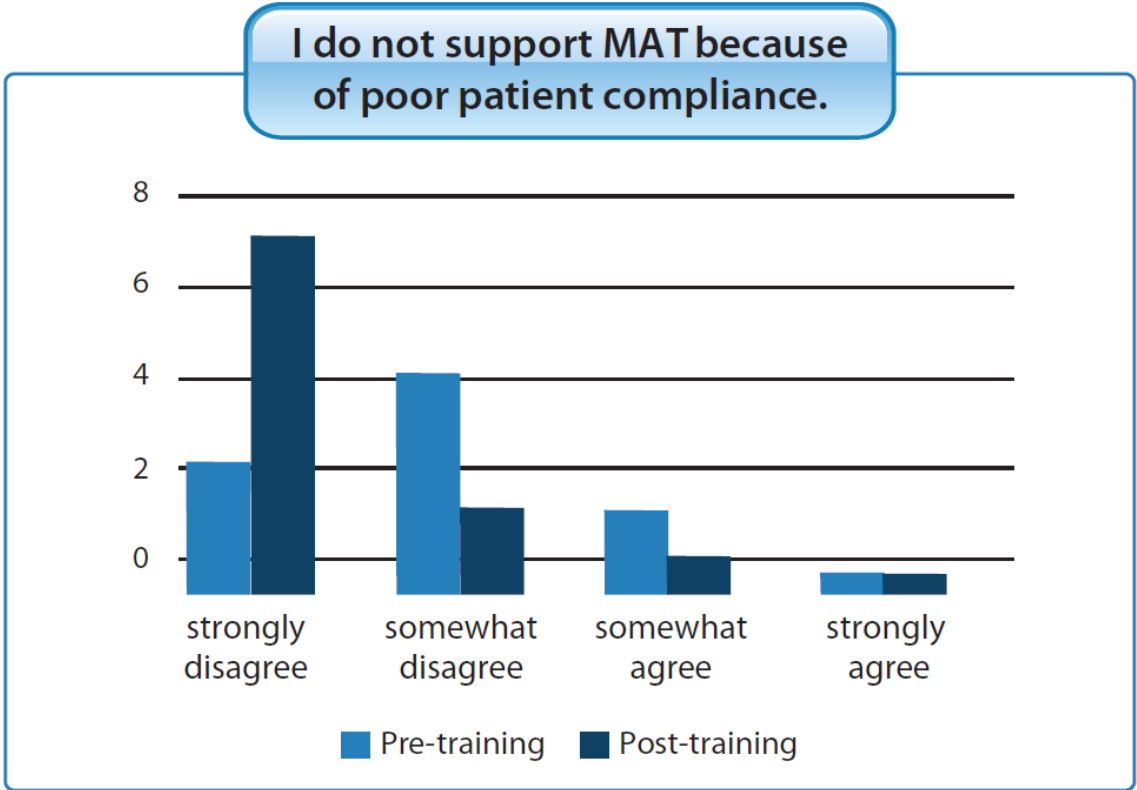
Part III – Tools You Can Use – Resources for Continued Learning

General Resources from the NIATx National Program Office

▶ NIATx on a Napkin Video – Two-minute primer

▶ NIATx e-Learning Course – PI 101

▶ NIATx Provider Toolkit

▶ NIATx Third-Party Billing Guide

▶ System-Level Toolkit

▶ Health Reform Readiness Index

More info available at: www.niatx.net

MAT-Specific Resources

Getting Started with
Medication-assisted Treatment
With lessons from Advancing Recovery

MAT-Specific Resources

MAT-Specific Resources