



**NIATx**<sup>TM</sup>  
The Network for the  
Improvement of Addiction Treatment

# Smart Chart

A Quick Guide to the NIATx  
Model of Process Improvement

## History

The Network for the Improvement of Addiction Treatment (NIATx) is a partnership between the Robert Wood Johnson Foundation's Paths to Recovery program, the Center for Substance Abuse Treatment's Strengthening Treatment Access and Retention (STAR) program, the National Institute on Drug Abuse, and a number of independent addiction treatment organizations.

NIATx works with addiction treatment providers to make more efficient use of their capacity and shares strategies for improving treatment access and retention. As a learning collaborative within the University of Wisconsin-Madison's Center for Health Enhancement Systems Studies, NIATx provides research, case studies, and innovative tools that encourage use of its process improvement model. This model is quality-driven, customer-centered, and outcome-focused, and it has proven effective in transforming members' business practices and the quality of care their clients receive.

## 4 Aims – NIATx promotes systems change and innovation with a focus on four aims:



**Reduce waiting time**  
between first request for service  
and first treatment session



**Increase admissions**  
to treatment

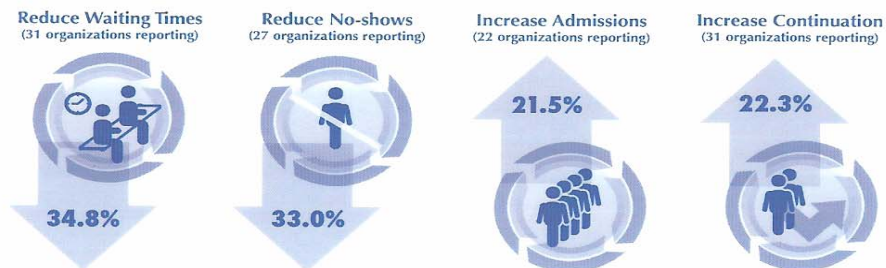


**Reduce no-shows** by reducing  
the number of patients who do  
not keep an appointment.



**Increase continuation**  
from the first through the fourth  
treatment session

## Results – The practices we've helped champion have helped transform organizations across the country. Typical results have been:



Data current March 2006

## Five Key Principles – of the NIATx Model

1. Understand and involve the customer
2. Fix key problems that keep the CEO awake at night
3. Pick a powerful change leader
4. Get ideas from outside the organization or field
5. Use rapid-cycle testing to establish effective changes

