

# Southeast Missouri Behavioral Health

# Poplar Bluff-Improve Show Rate

- ▶ Goal was to improve show rate by 30% over the length of the project which ended up lasting 4months.
- ▶ Change team met weekly–consisted of stabilization and community based clinical staff, clerical staff, client and management.

# Farmington-Retention in Tx

- ▶ Goal was to improve retaining client in treatment for the first 4 visits by 30% at the Park Hills, Mo. location.
- ▶ Change team met weekly and consisted of stabilization and community based clinicians and clerical,client, plus upper management.

# Salem–Retention in Tx

- ▶ Goal was to improve retention from 1<sup>st</sup> to 4<sup>th</sup> visit at the Steelville, Mo. location by 30%.
- ▶ Change team included stabilization and community based staff plus this team included the probation District Administrator in Crawford County.

# CHANGE TEAM PROJECTS RESULTS

## Poplar Bluff—Improving show rate from Stabilization to Community Based transfer

- ▶ Warm hand off
- ▶ Counselor to counselor discussion
- ▶ Community Based tour and introduction
- ▶ Same day transfer appointment
- ▶ Increased by 63%

# RESULTS

## Farmington–Retention increase

- Walk in days for assessments
- Counselor to client reminder calls
- New–strength based letters vs. warning letters
- Increased retention by 35%

# RESULTS

## Salem-Increase Continuation in Treatment

- More probation involvement up front
- Engaged in more core services at beginning
- Counselor reminder calls
- Group emphasis
- Increased retention by 65%

# Sustainment of Changes

- ▶ Implemented changes agency wide
- ▶ Provided training and have scheduled periodic training on the changes for new staff
- ▶ QA monitoring

# Next Change Projects

- ▶ Agency wide project on becoming more efficient with service provision at the front end so clients will remain in treatment.
- ✓ Color -coding of services/provider matching
- ✓ Collaborative Documentation
- ✓ Increased and more efficient staffing

# Agency Impact

- ▶ Change team concept matched well with our co-occurring model of welcoming
- ▶ Referral sources and clients were pleased with the changes
- ▶ Increase in production
- ▶ More agency departments are part of the process