

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 1st to 4th 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