

Improving Engagement and Retention

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SSDP VIII

Washington, DC August 21, 2008

IOM Reports on Crossing the Quality Chasm

CROSSING THE QUALITY CHASM

A New Health System for the 21st Century

Committee on Quality of Health Care in America
INSTITUTE OF MEDICINE

NATIONAL ACADEMY PRESS
Washington, D.C.

Improving the Quality of
Health Care for Mental and
Substance-Use Conditions

Committee on Crossing the Quality Chasm: Adaptation to
Mental Health and Addictive Disorders

Board on Health Care Services

INSTITUTE OF MEDICINE
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Washington, DC
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IOM Six Dimensions of Quality

- Safe
- Effectively
- Patient-Centered
- Timely
- Efficient
- Equitable

Safe Care Measures & Examples

- Care improves patient safety
 - Reduced HIV and HCV risks
 - Reduced criminal involvement
 - Reduced risk of suicide
- Acadia Hospital use of restraint:
of incidents and patients restrained
 - mechanical restraint: -36%
 - physical restraint: -44%

Effective Care & Measures of the use of Evidence-Based Practices

- System changes to promote the adoption of evidence-based practices
 - Pharmacotherapy: FL, ME, MO
 - # screened; prescribed; still using
 - Reductions in days of use
 - Behavioral therapies: DE
 - # treated; retention; fidelity
 - Case mgmnt & continuing care: KY, RI
 - # treated; units of care, weeks of care
 - Transitions between levels of care

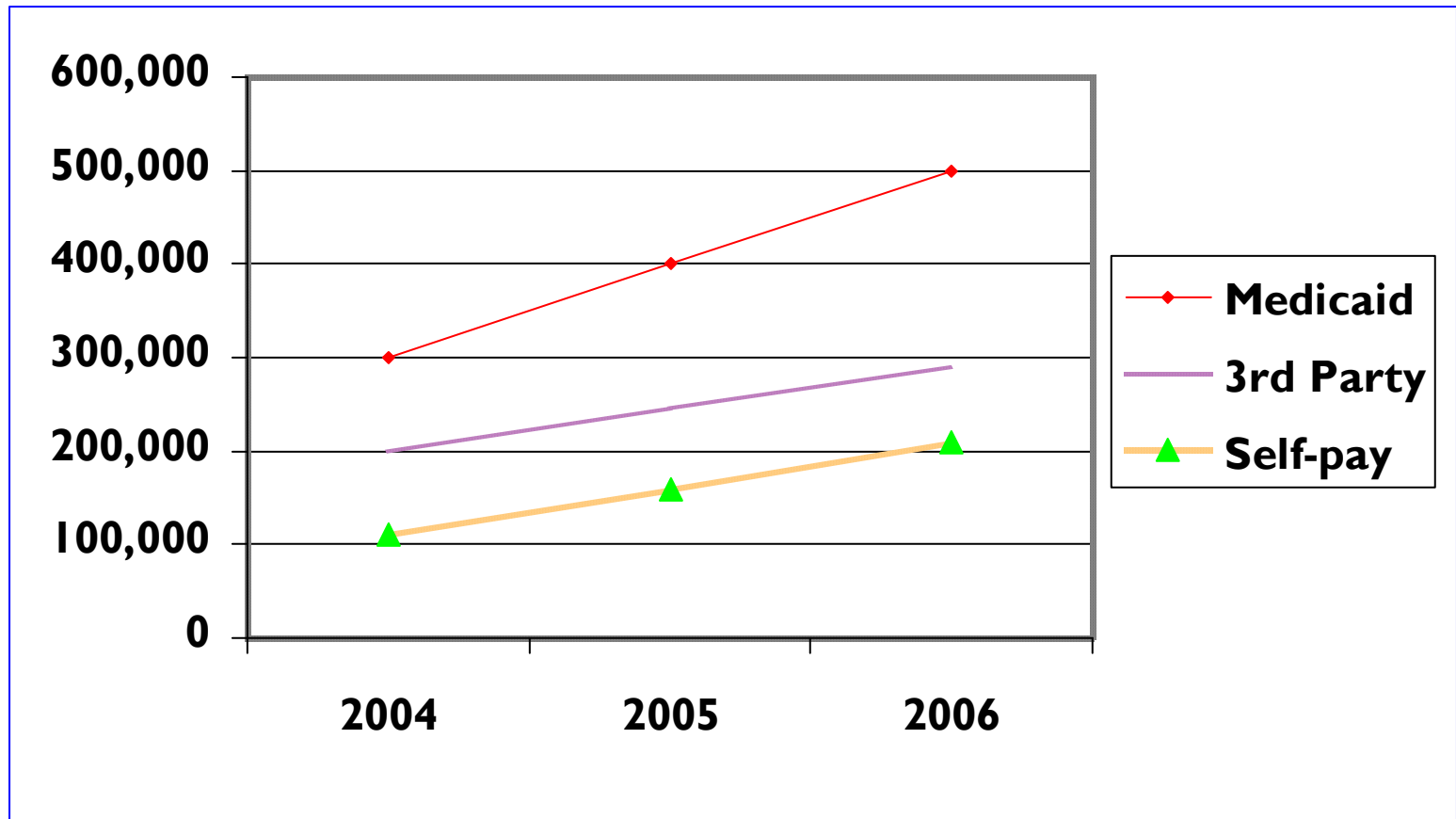
Patient-Centered Care and Measures

- Walkthroughs provide insight into patient barriers
 - Treatment processes often inhibit effective care
- Understand and know your customers
 - Customer satisfaction surveys
 - Focus groups
 - Suggestion boxes

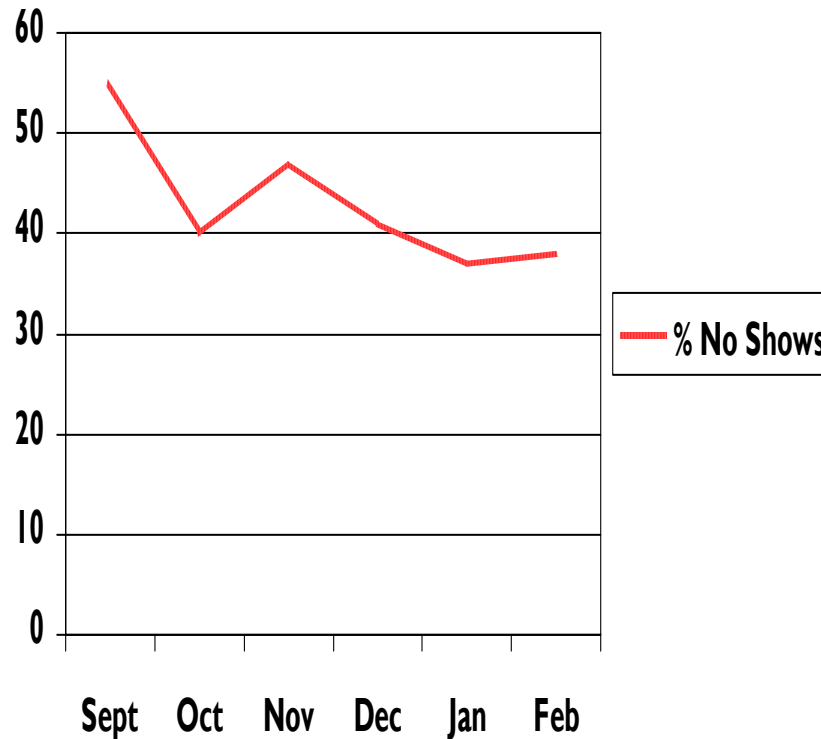
Efficient Care and Measures

- Enhanced retention reduces repeat admissions
- Reduced no-show rates improve counselor productivity
 - Productivity and efficiency measures
- Timely admissions increase reimbursable units of care
 - Billable units and total reimbursements

Prairie Ridge increased 3rd party and client revenues



Connecticut Renaissance Reduced No Shows

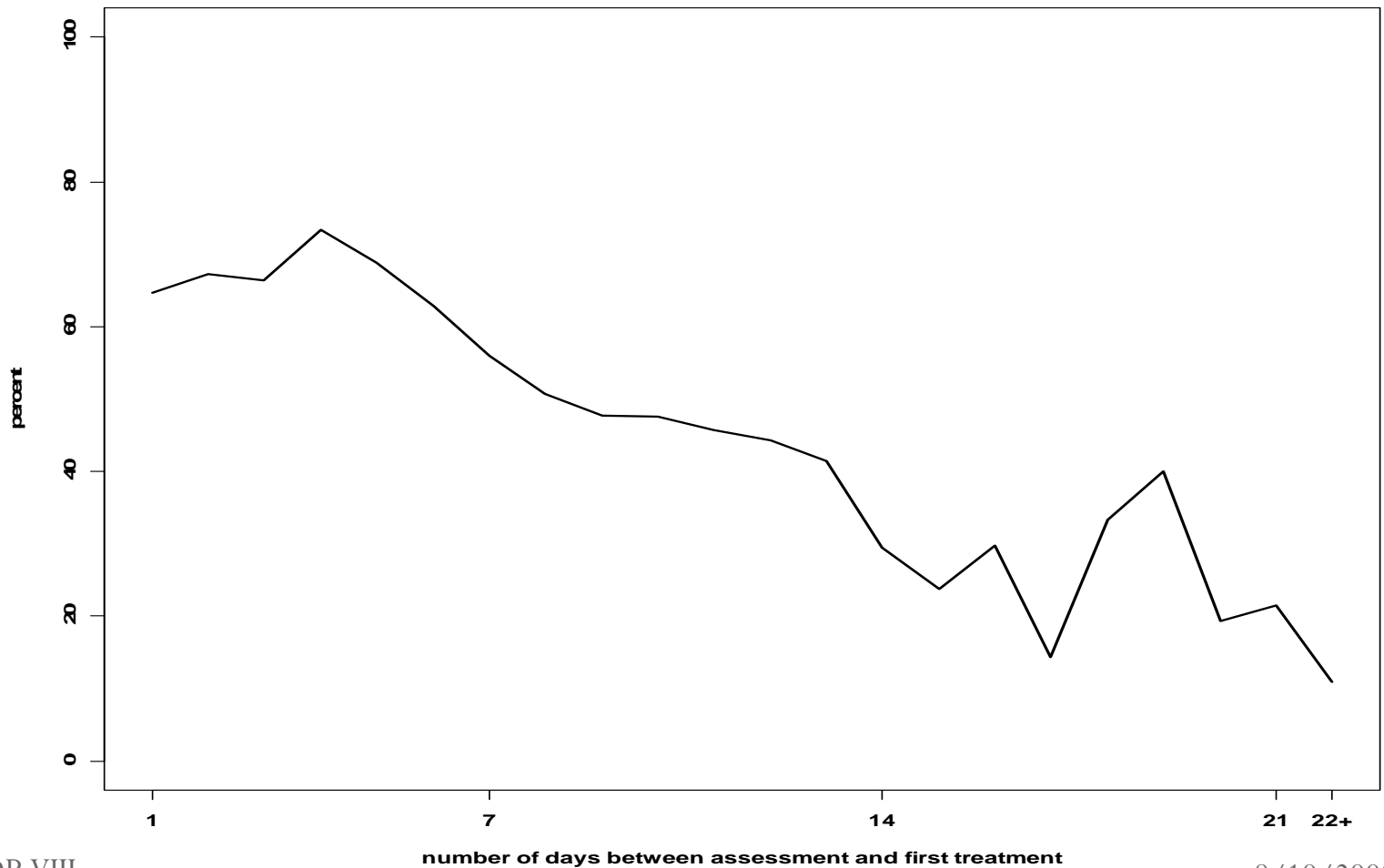


- Appt reminders and follow ups
- Letter of expectations
- 17% increase in revenues
- Improved client and referral satisfaction

Timely Care and Measures

- Delayed care is less effective
 - Retention rates are higher among patients admitted more quickly
 - Delays reduce rather than improve motivation for treatment
- Record date of first contact
 - Monitor days to admission and first treatment

Terros: % completing 4 sessions of care – faster admits = longer stays

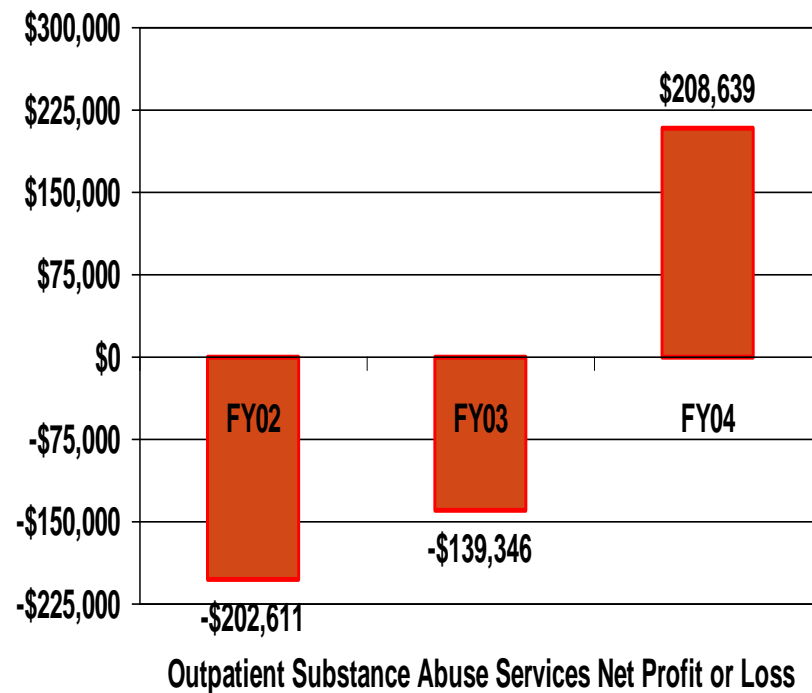
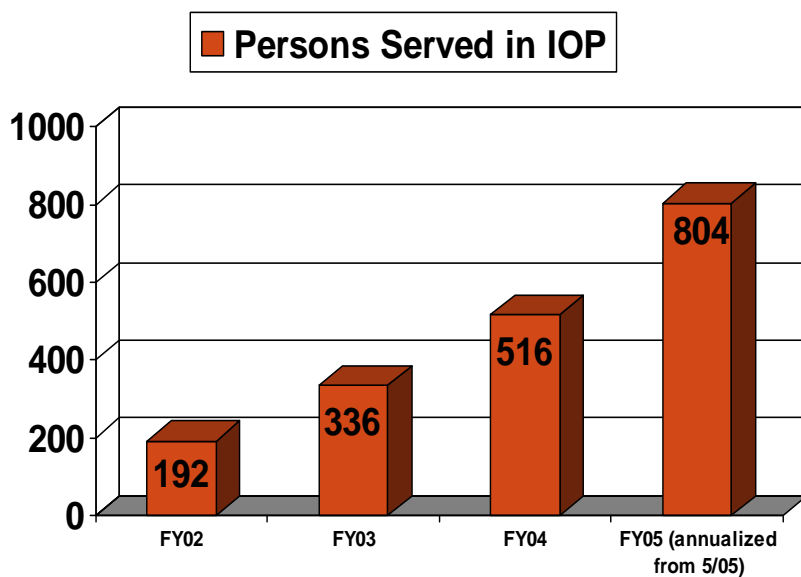


Equitable Care and Measures

- Identify and address disparities in access and retention
- Improve access to care for under-served groups
- Analyze measures for disparities
 - Terros: Younger clients less likely to complete 4 sessions

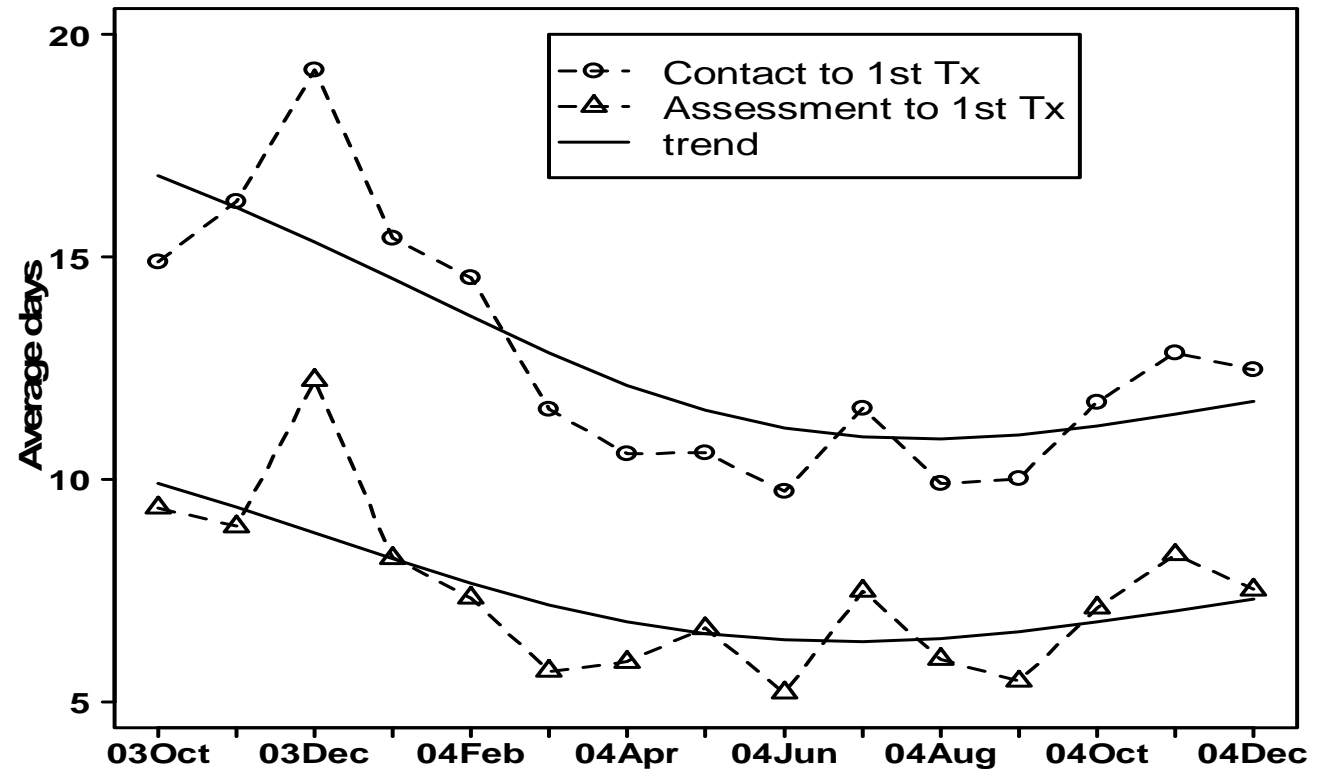
Network for the Improvement of Addiction Treatment (NIATx)

Acadia: Admissions and Revenues Increased



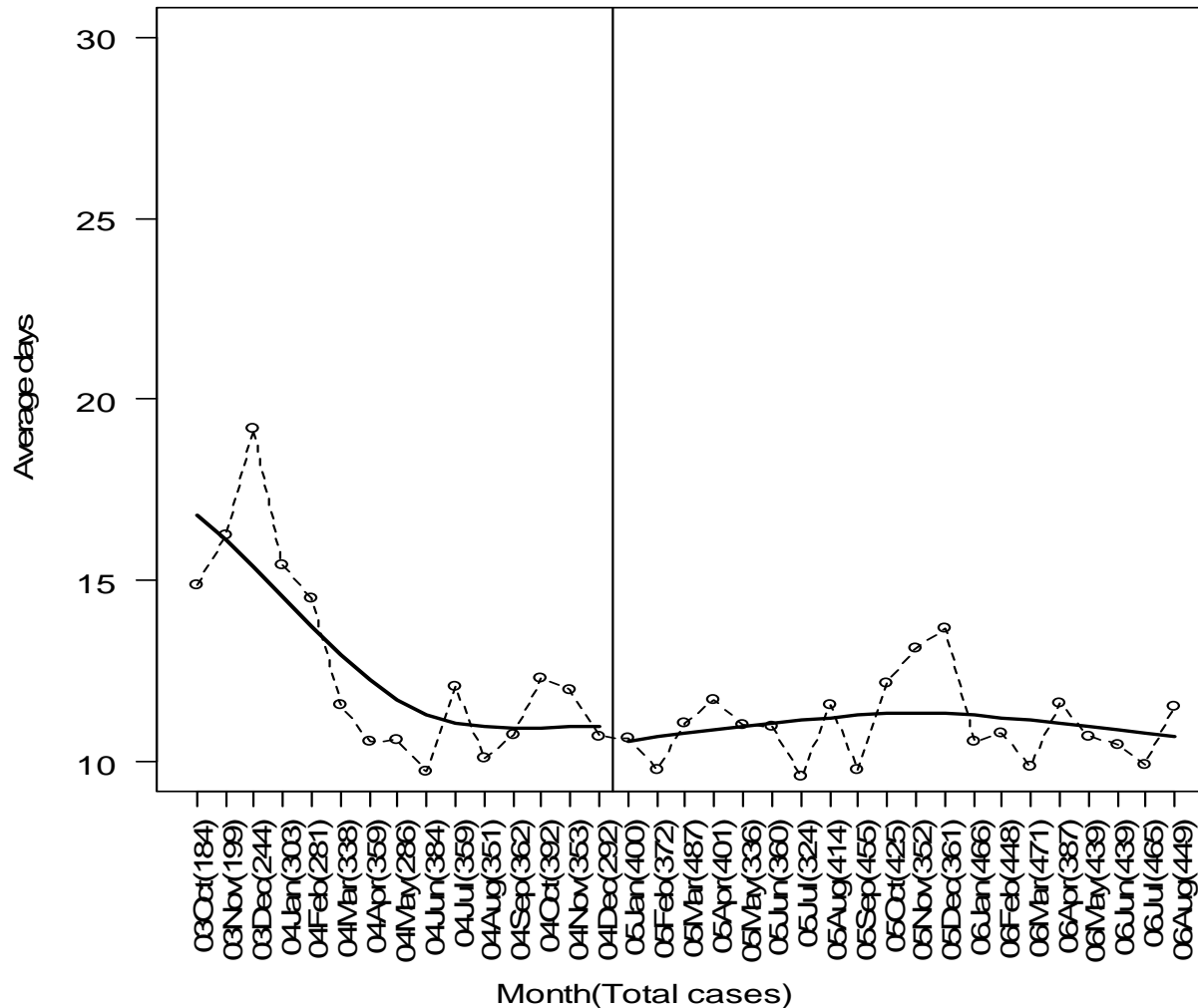
NIATX National Results: Days to Treatment

Declined 39% (McCarty et al, 2007)



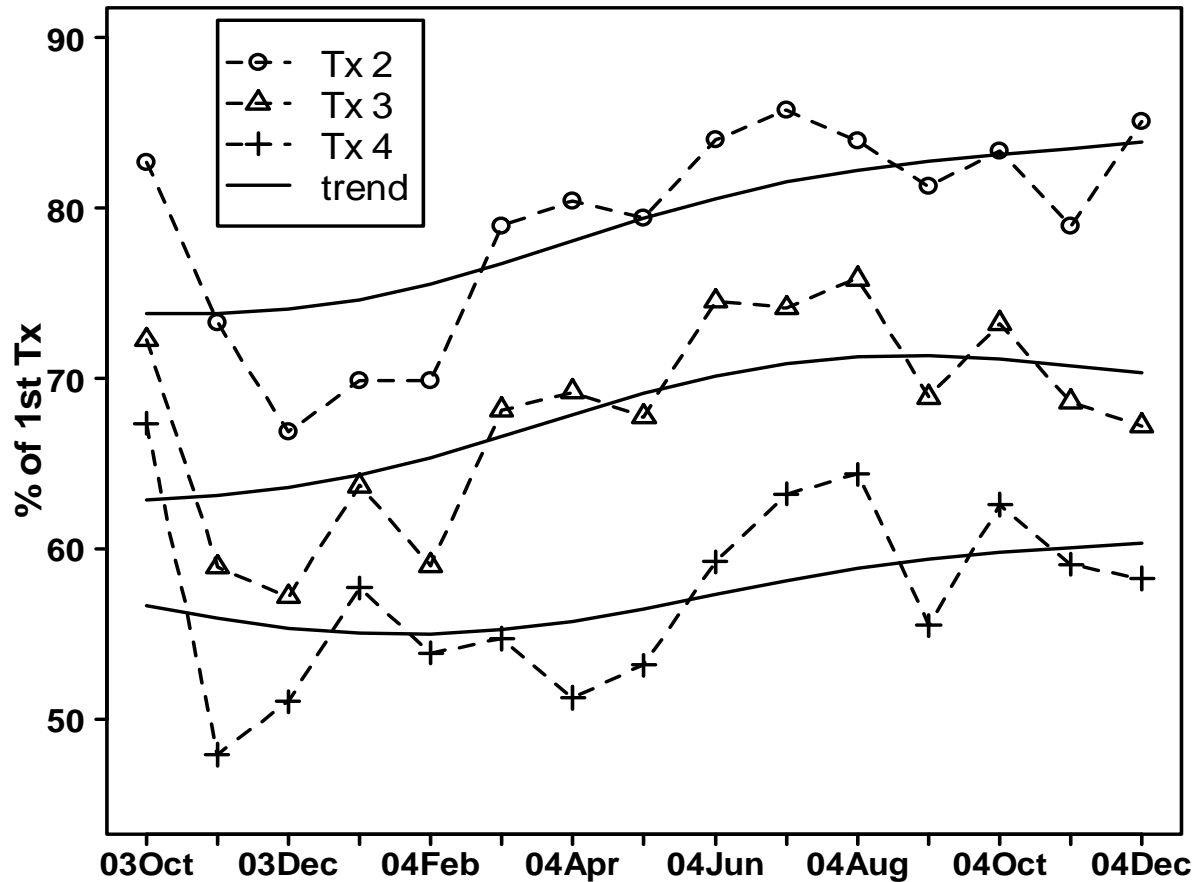
Access Improvements Sustained

(Hoffman et al., 2008, Drug & Alcohol Dependence)



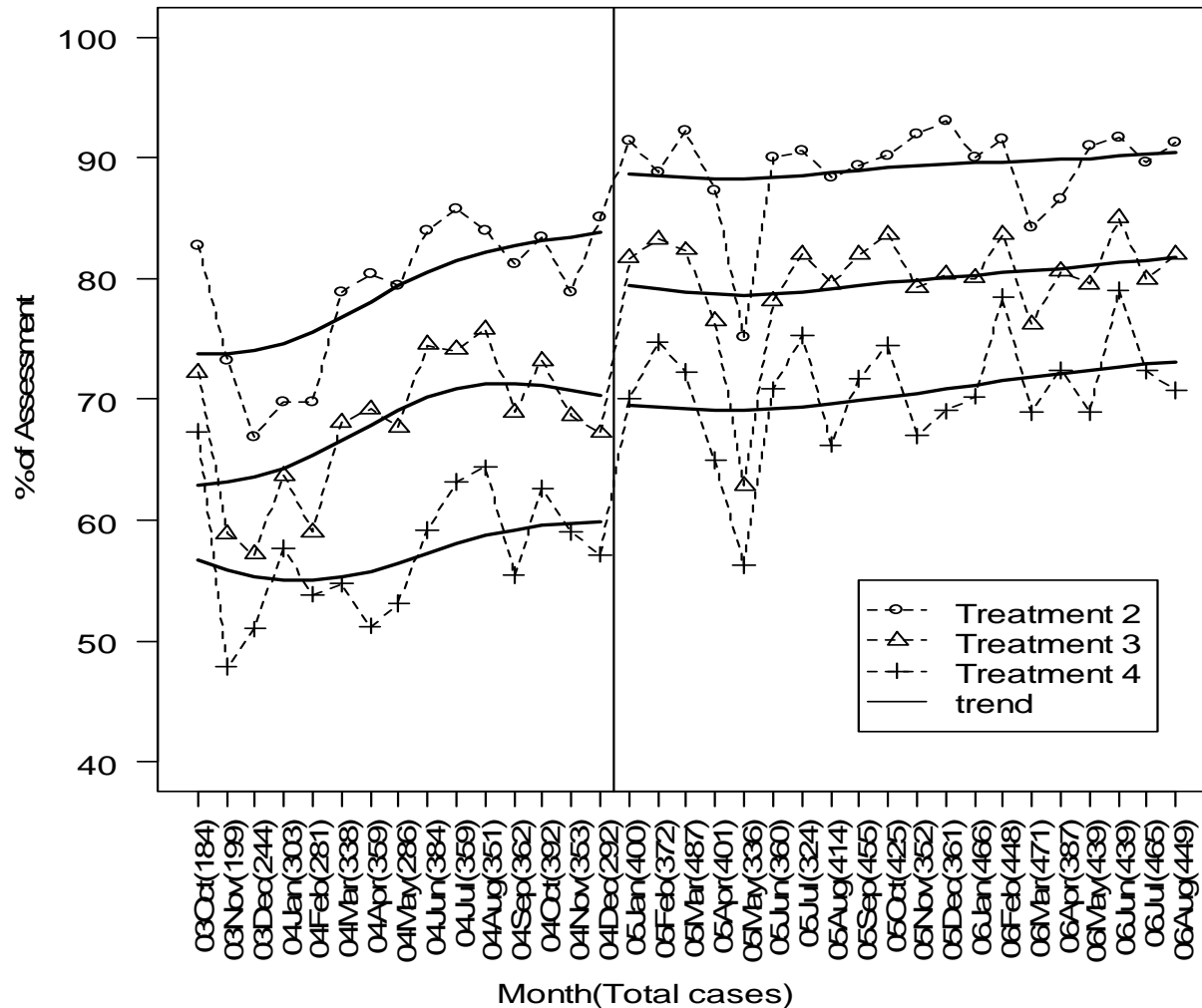
Retention in Care Increased

(Session 1 to 2 = 18%; Session 1 to 3 = 17%;
1 to 4 = 11% ns) (McCarty, et al, 2007)

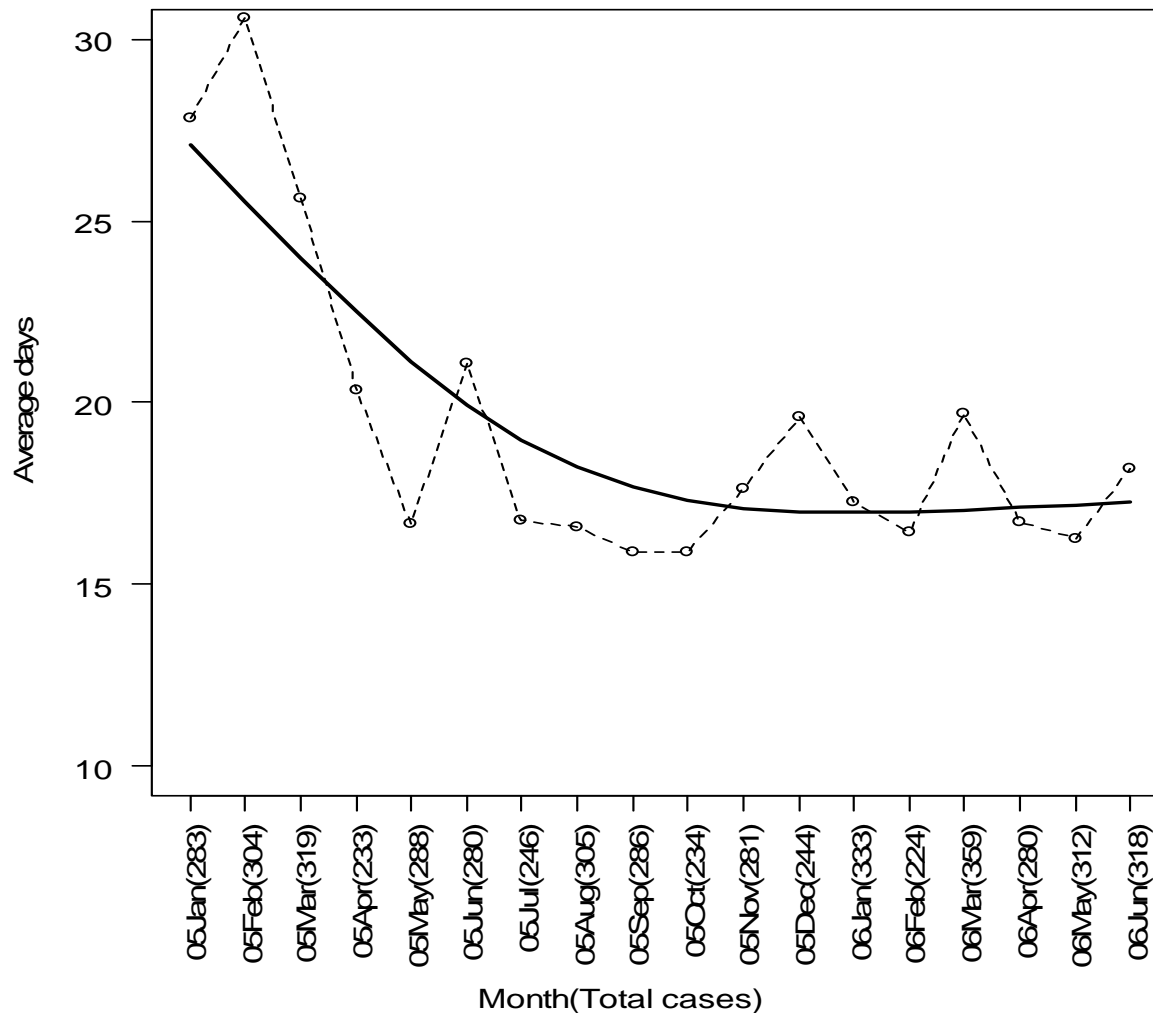


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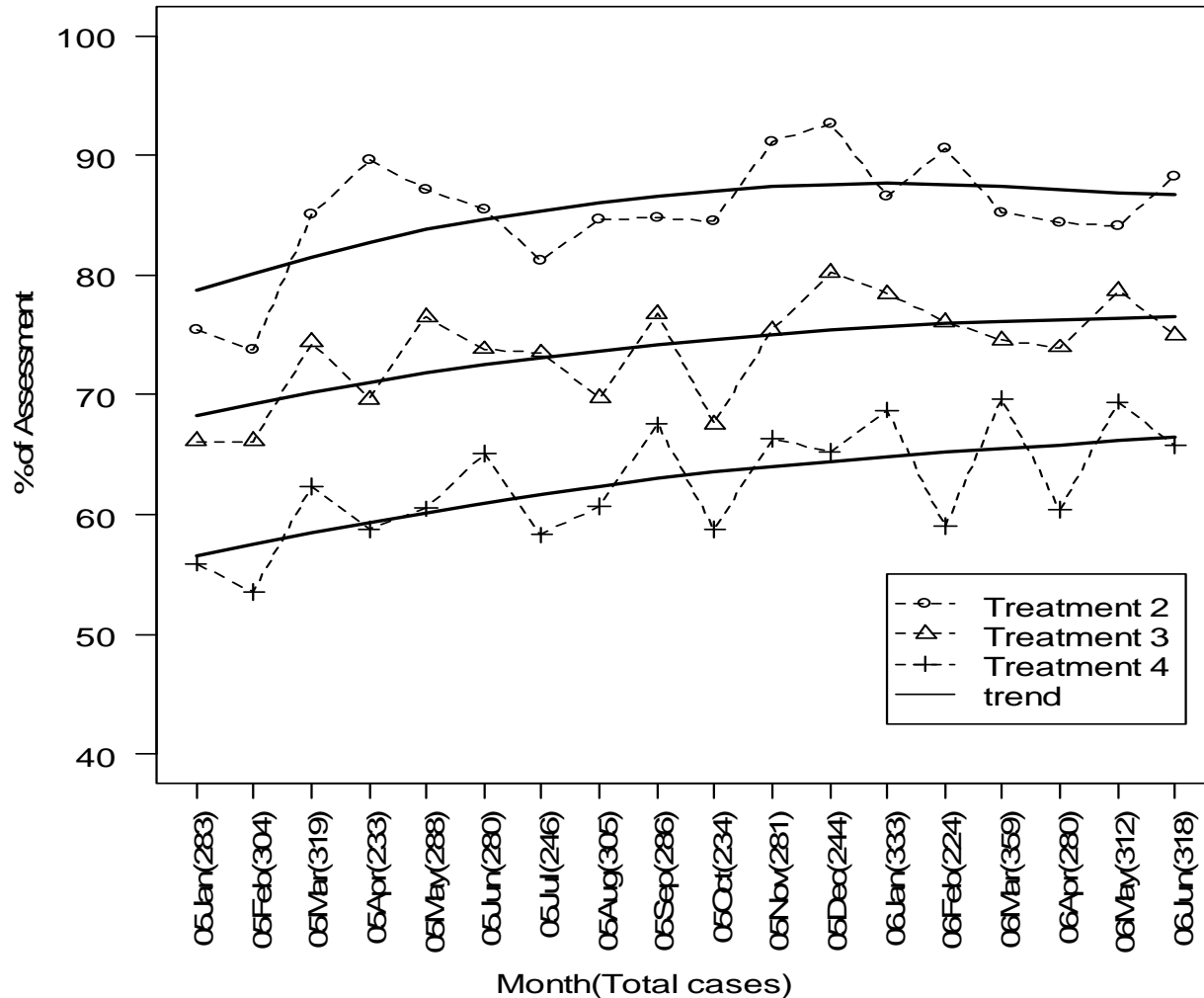


Second Cohort Reduced Days to Treatment 38% (30.7 to 19.4 days) (Hoffman et al, 2008, Drug & Alcohol Dependence)



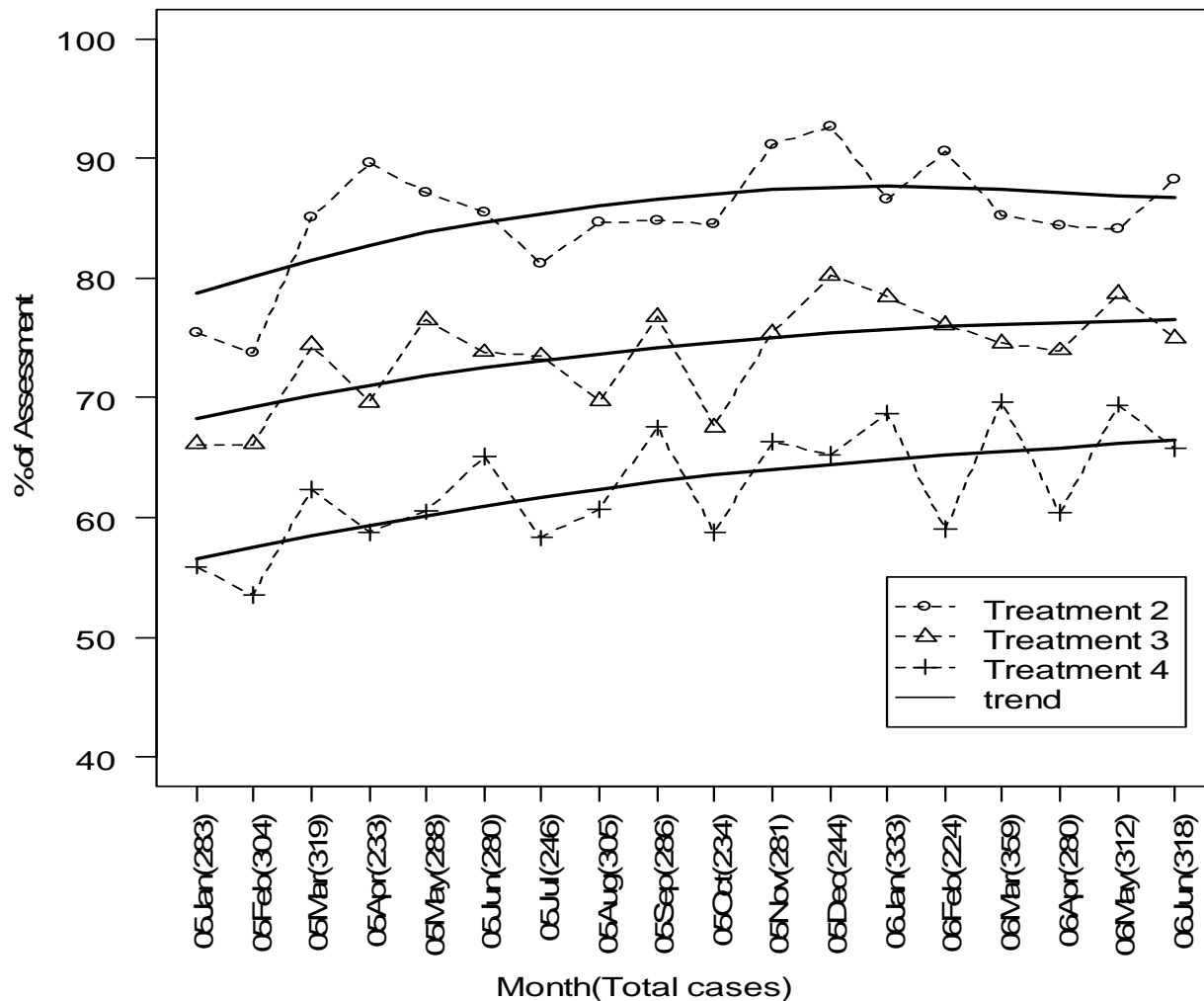
Second Cohort Increased Retention

13% session 1 to 2; 12% session 1 to 3; 18% session 1 to 4



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13% session 1 to 2; 12% session 1 to 3; 18% session 1 to 4



NIATx Measures: Summary

- Simple measures
- Direct indicators of the process or problem being addressed
- Collected automatically or with minimal burden
- Monitor easy processes to begin
- Expand measures with experience
- Limit the number of key measures