

Conducting a Walk-through

- Play the role of a client and a client's family member seeking treatment at your agency
- Try to think and feel as the client/family member would, and think about what they would want changed
- Ask staff what changes would make the process better for clients and for staff
- Compile a list of client and staff needs and possible improvements that could address these needs

Five Key Principles

Evidence-based predictors of change

- Understand and involve the customer
- Focus on key problems
- Select the right change agent
- Seek ideas from outside the field and organization
- Do rapid-cycle testing

Conducting a Change Exercise

PDSA cycles

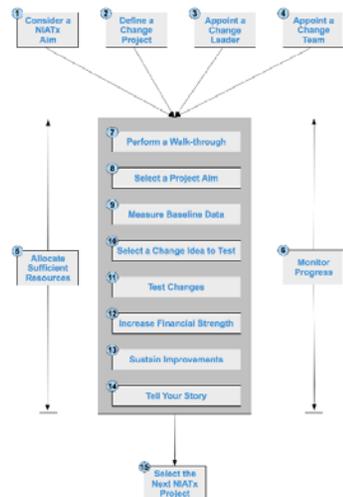
- Plan the change
- Do the plan
- Study the results
- Act on the new knowledge



Rapid cycle changes

- Changes should be doable in 3 weeks

The NIATx Way



NIATx Aims

- Reduce Waiting Times
- Reduce No-Shows
- Increase Admissions
- Increase Continuation Rates

NIATx Aims and the Treatment Continuum

