

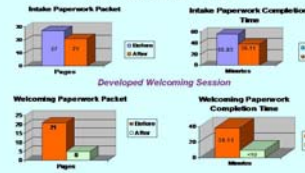
# LIST PSYCHOLOGICAL SERVICES CHANGE PROCESS STORY

## PDSA – What did you do and why?

- Developed same day assessment appointments for substance abuse clients
- Increased Client Satisfaction and Participation
  - Client surveys
  - Welcoming client to services 😊
- Developed Welcoming Sessions- 📄 Paperwork
- Improved Client Retention Between Initial Visit and Second Session

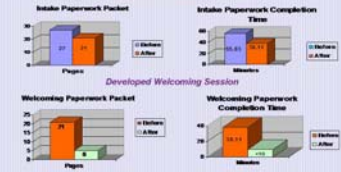
## Change Cycle Process

Redesigned Intake Paperwork  
Decreased Client Completion Time



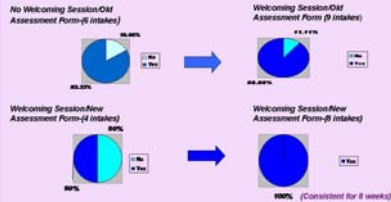
## Change Cycle Process

Redesigned Intake Paperwork  
Decreased Client Completion Time



## Retention

(Strategic Advantage for the agency)



## DECISION SUPPORT

### Advantages for the Agency

- Reduction in paperwork
  - client/employee satisfaction with admission process >90%
  - paperwork time & duplication, saved money on paper, clients received service quicker
  - Motivated therapists to open 1 session per day for same day intake appointment
- Same Day Service
  - Admission potential increased – minimum of two same day openings per day.
  - client and referral source satisfaction with early tx entry availability.
  - Referrals from community
  - Welcoming Session
    - Connection w/ client at initial session
    - Retention from 1<sup>st</sup> to 2<sup>nd</sup> treatment session (8 weeks 100%)