

Process Measures for Enhancing Treatment Quality

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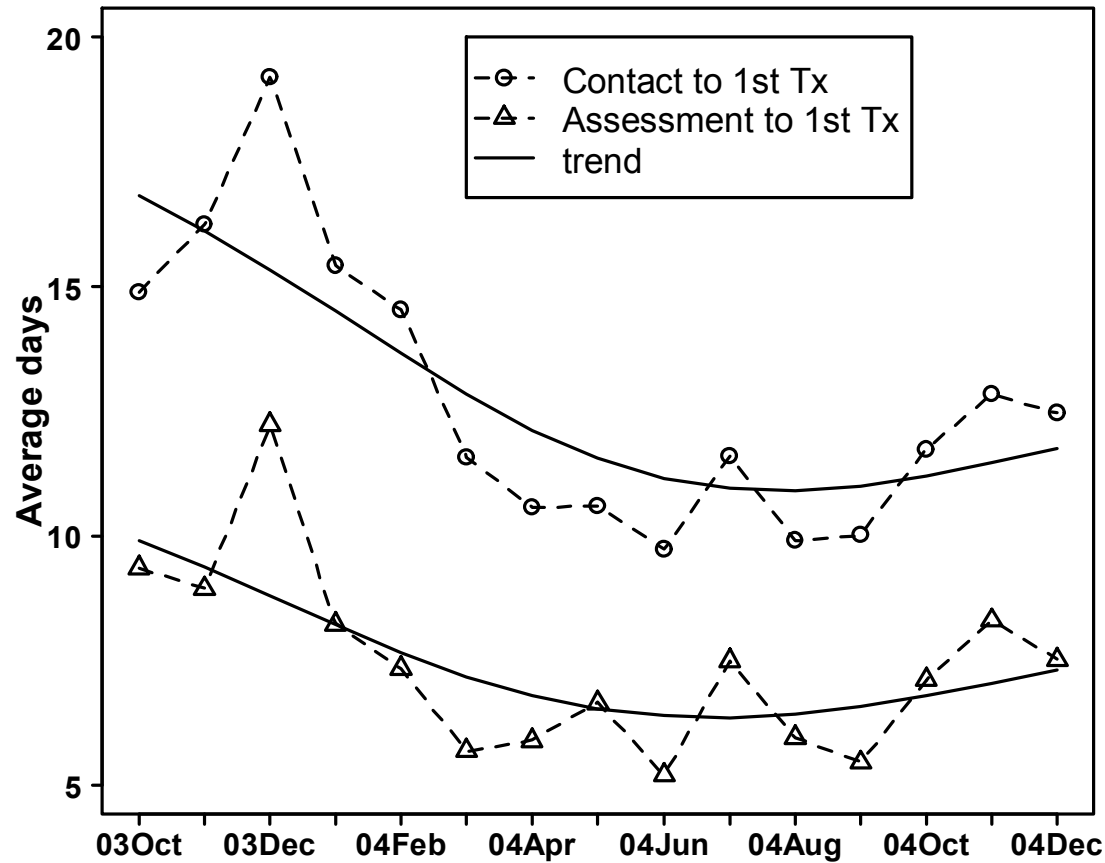
Simon and Garfunkel on Change

- The monkeys stand for honesty
- Giraffes are insincere
- And the elephants are kindly but they're dumb
- Orangutans are skeptical of changes in their cages
- And the zookeeper is very fond of rum

(At the Zoo)

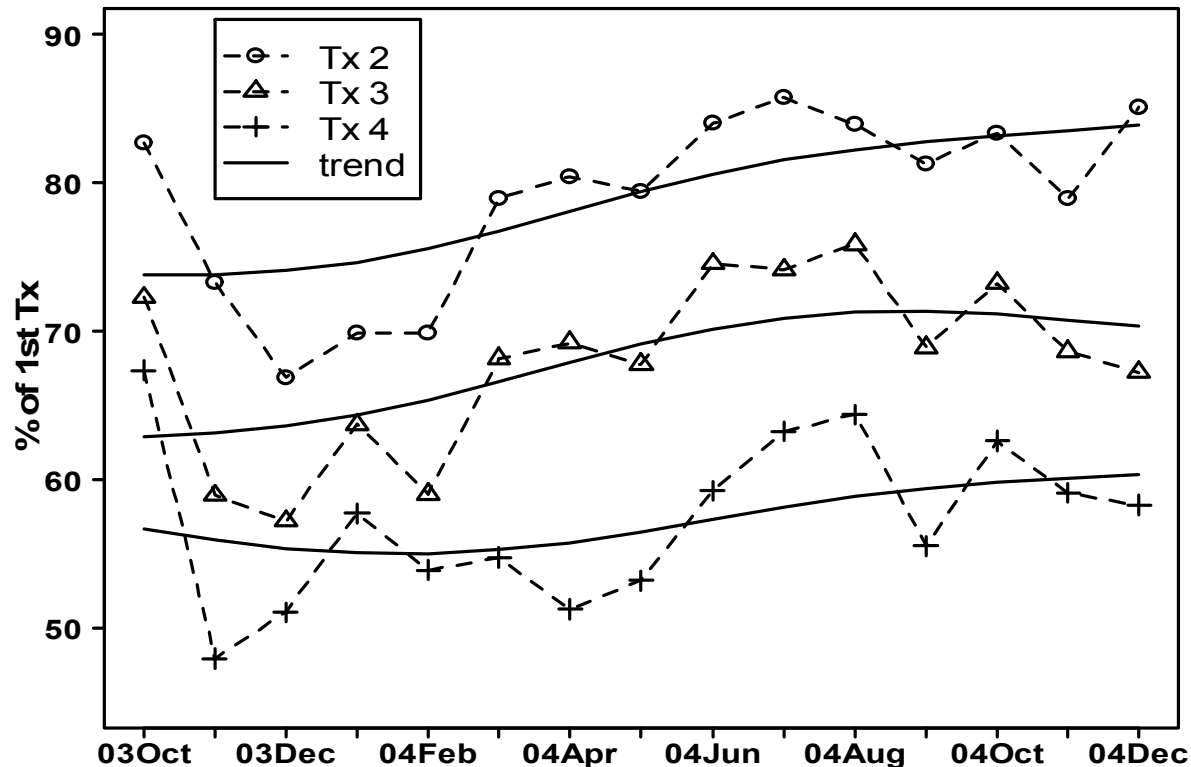
39% decline in days to entry

(McCarty et al, 2007)



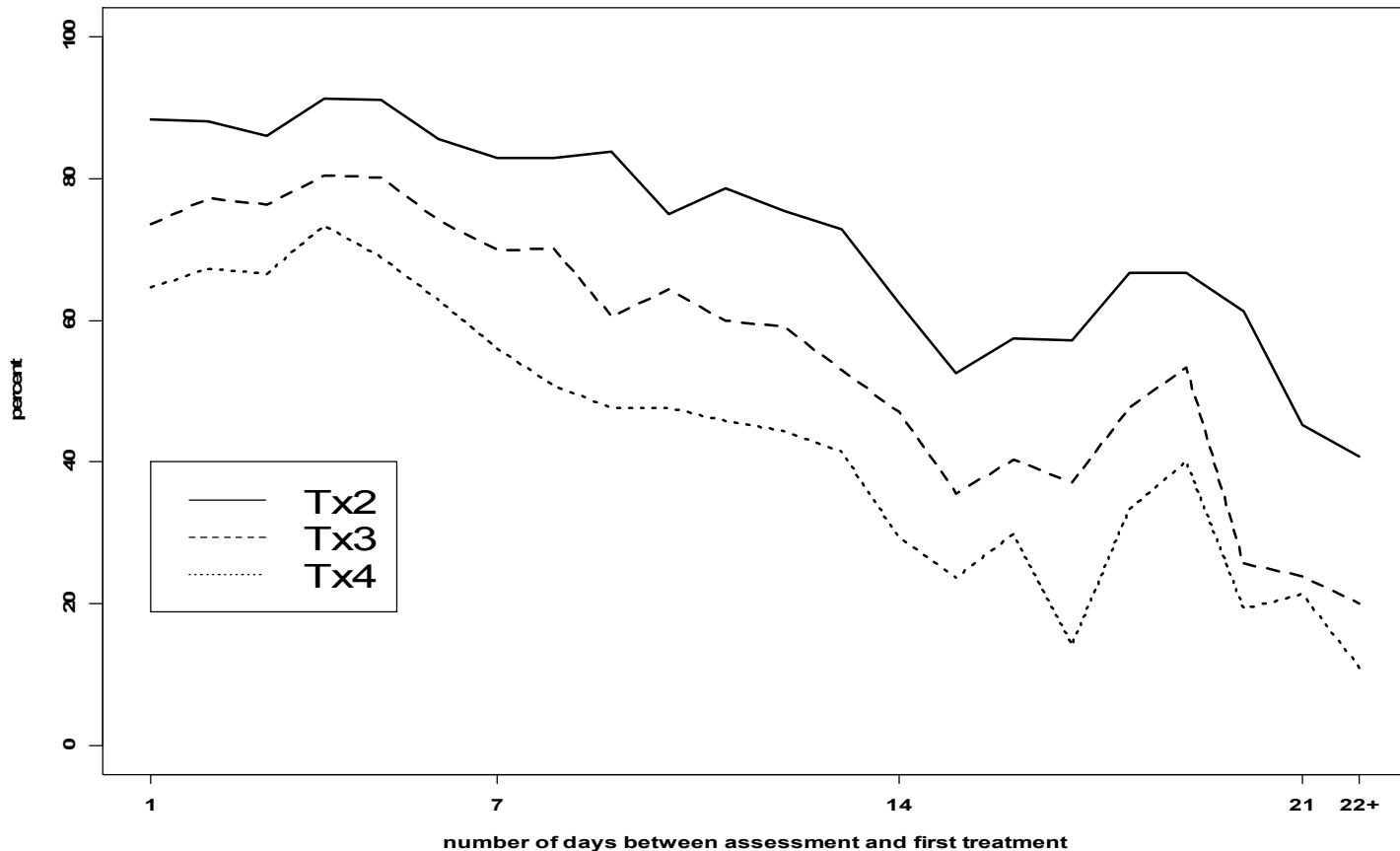
Retention in Care Increased

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



Faster Admission = Improved Retention

(3,599 clients with an assessment and first clinical session)
Percent returning for a second, third and fourth visit



Parameter estimates for proportional odds model (*p < .05)

	t-value	Odds ratio for completing 4 treatments	95% confidence interval	
Days: assessment to first treatment	-20.46*	.91	.91	.92
Age	4.23*	1.01	1.00	1.02
Gender	-.027	.982	.86	1.13
Criminal	5.41*	1.74	1.42	2.13

IOM Reports on Crossing the Quality Chasm

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IOM Six Dimensions of Quality

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

Safe Care

- Care improves patient safety
 - Reduced HIV and HCV risks
 - Reduced criminal involvement
 - Reduced risk of suicide
- Acadia Hospital reduced use of restraint
 - Risk of patient and staff injury declined
- Prairie Ridge enhanced building security

Effective Care

- Use evidence-based practices
- Advancing Recovery
 - System changes and process improvements to promote the adoption of evidence-based practices
 - Pharmacotherapy
 - Behavioral therapies
 - Case management and continuing care models

Patient-Centered Care

- Walkthroughs provide insight into patient barriers
 - Treatment processes often inhibit effective care
- Understand and know your customers

Efficient Care

- Enhanced retention reduces repeat admissions
- Reduced no-show rates improve counselor productivity
- Timely admissions increase reimbursable units of care

Timely Care

- 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

Equitable Care

- Identify and address disparities in access and retention
- Improve access to care for underserved groups