



FAST FACTS *Magellan Behavioral Care of Iowa, Inc.*

Access and Continuation

In an effort to improve substance abuse services for Iowa Plan enrollees, 14 providers engaged in self-identified change efforts across the state. Process improvement mentors assisted providers in assessing their intake process and outlining goals and measures to improve program access and continuation.

By implementing organizational process changes, this initiative is designed to address four goals:

- Reduce waiting time between the first request for service and the first treatment session
- Reduce the number of consumers who do not keep an appointment
- Increase the number of consumers admitted to treatment
- Increase the period that consumers stay engaged in treatment

Program Highlights

Since launching the access and continuation initiative, providers have worked on the following projects:

- Incoming call processing—one provider improved same day call processing from 30 percent to 98 percent.
- Increasing scheduling flexibility—as a result no-shows at one site were reduced from 28 percent to 16 percent.
- Expanding hours of operation—increasing consumer satisfaction and continuation in treatment
- Reducing no-shows—no-shows for second appointments reduced from 12.9 percent to 8.7 percent.
- Inquiring about barriers to attending appointments—resulted in reducing intake no-shows from 43.2 percent to 21.2 percent.
- Developing a client advisory committee—when consumers provide input, programs can realize a higher consumer satisfaction.

Key Program Components

- **Orientation and Training** on process improvement methods.
- **Office Walk-Through:** Received walk-through from a Mentor to identify improvement opportunities and then conducted their own walk-through of the intake process to identify further improvement opportunities.
- **Developing Goals and Measures:** Providers identify a Change Leader and a Change Team in their organization to outline improvement goals and measures. They lead the implementation of the change project activities. Change leader and change team outlined improvement goals and measures and then implemented change project activities.
- **Ongoing Technical Assistance and Coaching:** conference calls, assistance and site visits from mentors, as requested.

