

Spotlight On....

Racine Psychological Services, Inc. (RPS) provides outpatient substance abuse and comprehensive outpatient mental health treatment. Since joining the STAR-SI Project, they have increased clients' show rate and continuation in several programs. In one program, by increasing clients' show rate through a simple change project, they were able to serve 60 additional clients and increase revenue by \$11,000! A critical part of their success has been using the NIATx data model to track and analyze their Change Projects.

The NIATx model of tracking data over a relatively short period of time allows agencies to measure the impact of change projects by comparing the results to baseline data. For example, when Racine Psychological Services began a change project to reduce client no-shows by making appointment reminder calls, they simply measured the show rate for one month for just one counselor before starting the calls and for one month after. They were then able to compare data to see whether or not reminder calls positively affected clients' show rate for the one counselor before spreading the practice to the whole program.

The NIATx Excel spreadsheet a helpful tool. RPS used it as a model to track clients' waiting time from the first contact to first appointment and compared it to clients' successful completion of the first four and first 10 appointments to see what impact waiting time had on continuation.

Birge Whitmore, Change Leader for RPS, suggests limiting data collection to a few simple elements and reflected that, "Sometimes the data shows a relationship, sometimes not, but the data gives us ideas of where to look for improvement."