

Spotlight on Dane County Chemical Dependencies Consortium's May 8th Summit

The Dane County Chemical Dependencies Consortium is a group of agencies and individuals who meet monthly to discuss improving substance abuse treatment services in Dane County. In December 2008, STAR-SI began working with the Consortium to implement system level change projects. On May 8th 2009, STAR-SI co-sponsored the Consortium's annual summit meeting focusing on "Providing Effective and Efficient Recovery Services in Dane County." 40 people from 10 agencies attended, including representatives from the Dane County Department of Human Services and Dane County Board to learn how to use the PDSA cycle to maximize treatment resources.

Lynn Madden, a NIATx Coach and CEO of the APT Foundation in New Haven Connecticut, introduced the group to Process Improvement and the NIATx Model. To begin the process improvement discussion, Todd Campbell and Deb Natzke of Dane County Human Services shared the results of walk-throughs they had done at Dane County agencies in recent weeks. The walk-throughs not only highlighted how the Consortium might work with providers to improve access to treatment, but also how to use the walk-through as a tool to develop Change Projects. Next, Lynn taught the group how to use change projects and the PDSA cycle to improve services and build a stronger business case for their agency. Lynn also led the Consortium members through a Gap Analysis, which looked at readily available data about alcohol and drug abuse in Wisconsin and Dane County and compared it to available treatment options. The Gap Analysis highlighted treatment gaps for the Consortium to begin addressing using the NIATx model of process improvement.

The Gap Analysis and introductions to PI and the Business Case helped the Consortium members identify areas for improvement in Dane County. Through the use of the nominal group technique, the participants generated a list of "Next Steps to Improve Services in Dane County" and voted on which they felt were the most important to begin working on. During the June 4th Consortium meeting, the Executive Committee shared the results of the vote and members discussed how to use the NIATx model to impact the delivery system in Dane County. The members decided that the Continuation Committee will act as the Change Team and be responsible for implementing the changes and reporting back to the Consortium as a whole. The Continuation Committee is currently in the process of clarifying the change project, requiring input from the Consortium members, which will occur during their August 6 meeting. The STAR-SI Project looks forward to working with the Dane County Consortium and supporting their change plans.

In addition to introducing the Dane County Consortium to the NIATx model, the May 8th workshop also inspired other Dane County treatment providers to begin their own process improvement projects. One provider initiated a meeting with Deanne Boss, STAR-SI Coordinator, to see how they might use the NIATx model at their agency. Also, Todd Campbell of the Dane County Department of Human Services has consulted with Deanne for a system-wide change project that he is interested in implementing. The May 8th Summit successfully engaged participants and motivated them to find ways to improve substance abuse treatment services in Dane County!

STAR-SI Events

July 29-August 1, 2009

NIATx Annual Summit and STAR-SI Meeting

Tucson, Arizona

Sponsored by NIATx, the State Associations of Addiction Services, and the federal Center for Substance Abuse Treatment.

For more information go to www.niatx.net

Telephone: (608) 265-0063

August 14, 2009

STAR-SI Learning Session (by invitation only)

Holiday Inn Neenah Riverwalk

Neenah, WI

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August 17, 2009

Process Improvement 101 Workshop (by invitation only)

Milwaukee, WI

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September 15-16, 2009

NIATx Change Leader Academy

Pyle Center

Madison, WI

For more information go to: www.niatx.net