


**Network for the Improvement of Addiction Treatment (NIATx)**  
<http://www.NIATx.net>

**Improving Access and Retention in Chemical Dependency Treatment**  
 Thomas R Zastowny, PhD

**Reduce Waiting & No-Shows • Increase Admissions & Continuation**

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## 5 EASY PIECES


***What really matters for successful organizational change?***

- 1. Understand and involve the customer**
- 2. Fix key problems (and let the CEO sleep at night)**
- 3. Pick a powerful change leader**
- 4. Get Ideas from outside the organization and field**
- 5. Use rapid-cycle testing; Use rapid cycle testing & change processes; Use rapid cycle testing and change processes; Use rapid cycle and change processes.....**

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## NIATx: AIMS/Outcomes

-  **Reduce Waiting Times: 34.8% reduction**  
*(68 change projects in 31 agencies)*
-  **Reduce No-Shows: 33% reduction**  
*(49 change projects in 27 agencies)*
-  **Increase Admissions: 21.5% increase**  
*(42 change projects in 22 agencies)*
-  **Increase Continuation: 22.3% increase**  
*(88 change projects in 31 agencies)*



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## NIATx 5 Break Thru Performance Dimensions

- Use & Dissemination of the **“Walk Through” as an accepted and powerful methodology**
- Real Use of the **Rapid Cycle Performance Improvement -Real people, Real data, Real improvement, Real fast**
- The development and creation of the **Business Case-first combinations of Quality, Cost, Improvement and Impact**
- Creation and accelerated use of **“Learning Collaborative (s) & Communities”**
- Development of **Promising Practices & Practice Based Evidence**

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