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May 6, 2010

Thank you for choosing to attend the ***NIATx Process Improvement Fundamentals Workshop***, aka ***Change IS Good!*** Our goal for the workshop is to have fun and provide you with:

- a solid understanding of the NIATx Model for Improvement
- new ways of thinking about quality and your customers
- opportunities to learn and practice tools used to carry-out successful Change Projects.

In preparation for our time together we invite you to take a look at the document entitled “NIATx Aims and the Treatment Continuum” included as an attachment. This is a graphical depiction of the measurable quality aims on which NIATx focused in developing its model for improvement.

If you are able, it will be very helpful for you to come to the Workshop with some knowledge a program’s (relevant to you) experience with one, any, or all of these measures:

1. timeliness to admission (the average wait time from first request to service to time of assessment or intake, and/or between assessment and first treatment)
2. no-show rate (the percentage of appointments made for assessment or intake or group or counseling sessions that are not kept)
3. continuation rate (the percentage of people admitted who complete the recommended course of treatment)

NOTE: If you’re able to come with this information, that’s great. However, some of you may not be able to access to this kind of information, or may be interested in looking at important problems outside the realm of access and retention in treatment. Not to worry, the NIATx model is flexible and you will benefit from the Workshop as well as be a valued contributor.

We are looking forward to meeting you on Wednesday, May 19th. Meanwhile, if you have any questions or if we can help in anyway, please contact Betta Owens at Bowens@wisc.edu.

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