



1.2.A.c: Increase outpatient chemical dependency treatment retention for adults from a state fiscal year 2013 average of 68.7% to 70.7% by 06/30/2015

Where We Started:

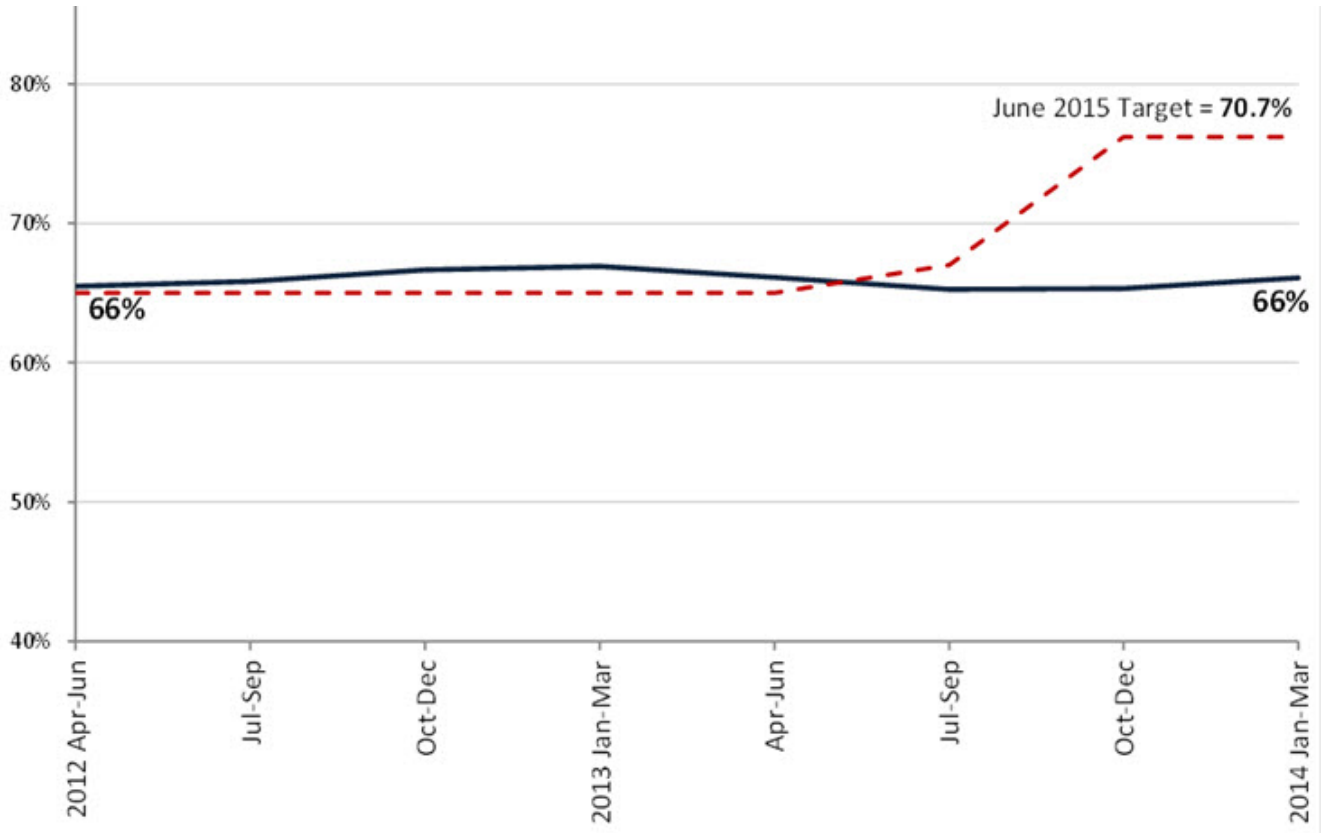
The Performance Based Contracting (PBC) adult outpatient treatment retention rate has been relatively stable for the past 8 reporting periods.

Factors influencing retention:

- A positive and consistent therapeutic relationship between the clinician and patient
- Motivational interviewing
- Recovery Support Services
- Flexible treatment schedule
- Appointment reminders

Barriers for treatment retention include:

- Low patient motivation
- Limited funding for patient support activities
- Lack of transportation
- Patient difficulties navigating the Medicaid and treatment systems



- County contract amendments effective July 1, 2014 established the new state Goal of 70.7%
- Six counties are above the new state goal
- 21 counties are above their county target

*For contract purposes, the following combined counties are counted as a single county: Benton-Franklin, Chelan-Douglas, Stevens-Ferry, and Thurston-Mason.

Spokane	1,281	948	74%
Adams	19	14	74%
Skamania	30	22	73%
Kitsap	370	269	73%
Thurston-Mason	477	334	70%
King	2,361	1,619	69%
Yakima	633	425	67%
Okanogan	158	106	67%
Grant	84	56	67%
Pacific	65	43	66%
Jefferson	56	37	66%
Benton-Franklin	454	298	66%
Grays Harbor	125	82	66%
Kittitas	58	38	66%
Walla Walla	92	60	65%
Clark	636	409	64%
Asotin	53	34	64%
Island	99	63	64%
Pierce	946	590	62%
Cowlitz	263	159	60%
Columbia	12	7	58%
Clallam	322	184	57%
Pend Oreille	35	20	57%
Whatcom	395	221	56%
Stevens-Ferry	102	57	56%
Klickitat	60	33	55%
Chelan-Douglas	260	138	53%
Lewis	207	108	52%
Skagit	545	277	51%
Lincoln	15	7	47%
Whitman	7	3	43%
Garfield	5	2	40%
San Juan	20	8	40%
Statewide	11,189	7,395	66.09%

Continued Work Needed:

As part of our February 2014 A3 Problem Solving process we selected two key root causes for lower retention rates:

Funding limitations for outreach and case management that allows providers to connect with patients outside of the office.

Adult outpatient clients not being retained.

- Some counties may need technical assistance to evaluate how they engage individuals and how they can achieve better adult treatment outcomes

Current Action Items

Effective July 1, 2014, county contracts were updated to include revised service definitions for reimbursable activities that positively impact retention.

- The University of Washington's Alcohol and Drug Abuse Institute (ADAI) is developing the toolkit which is due to be complete by October 2014.
 - The toolkit will be disseminated via in-person training or webinar, and available on the Division of Behavioral Health and Recovery (DBHR) website.
 - In October 2014 the first in-person training will be offered at the Co-Occurring Disorders Conference in Yakima.
 - DBHR will provide technical assistance to counties not meeting the outcomes set out in their improvement plans.
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Biggest Challenges Remaining:

- Case Management
 - Transportation
 - Supportive Housing
-

Support Needed from Governor & Legislature:

- Without adequate resources we will not be able to meet our goals
- Budget cuts will further weaken our safety net

Reported by: Department of Social and Health Services

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