CO-OCCURRING DISORDERS ACTION PLAN – Example 2   *UPDATED 10/23/08*

Overall Goal: <u>**To increase agency competency in respect to welcoming, assessing, and treating persons with co-occurring disorders. This is to include identifying organizational, administrative and clinical policies and practices that are in need of change and implementing such changes.**</u>

Area 1: Organizational: Charter, Policies, Mission, Philosophy, Executive Management

Goal for Quality Improvement	Action Steps	Time Frame	Persons Responsible	Date Completed
Orient executive management and Board of Directors to COD project	Update CEO and board of directors during board meetings	On-going	ED & Staff	03/01/08
Create a COD Project Team (PT)	Approach staff for recruitment and set a meeting schedule and agenda	January-February	Staff	02/15/2008
Update policy and procedures to reflect COD issues	Review current policies and identify changes needed Meet with HR director and appropriate administrators to draft policy changes	06/30/2008	Staff	
Hold an agency wide "*COSII KICKOFF*" event	Develop a kickoff-subcommittee to organize event Schedule event for early April	04/15/2008	ED & Staff	04/09/2008
Develop a Champions Team	Hold an open recruitment during kickoff Schedule first meeting	04/09/2008 05/15/2008	Staff	04/09/2008

Area 2: Infrastructure: HR, Data, Fiscal, Quality Improvement

Goal for Quality Improvement	Action Steps	Time Frame	Persons Responsible	Date Completed
Re-write agency brochure to include COD language *Change to* Change agency marketing practices to reflect Co-Occurring competency	Consult with development team to discuss re-write of agency brochure Update web site	February- June	Staff	09/01/08
Re-write UR checklist to include assessment and treatment of COD	Consult with development team to discuss re-write.	June-September	Staff	In process
Facilitate the installation of a COSII Database and it's interface with Anasazi	Meet with group to install database and interface	January	Staff	02/01/08
Identify process for managing COSII related documents in the physical record	Discuss with appropriate staff in PT meeting	January-February	Staff	02/01/08
Facilitation of enrolment of clients into the COSII system	Discuss enrolment process in staff meeting	January-February	Staff	02/01/08
Determine the process of data collection/ data entry	Put on PT meeting agenda	February	Staff, PT members	02/01/08
Determine the process of agency activity reporting	Put on PT meeting agenda		Staff	04/15/08
Change screening practices for new hires to reflect COD needs	Meet with HR director to review current practices and revise.	06/30/2008	Staff	
Update internal communication practices to facilitate agency changes in COD practice	Discuss at PT meeting	06/30/2008	Staff	
Create a physical environment that reflects a sense of welcoming to clients with COD	Place COD posters and literature in all client areas. Make COD materials available for clinician's offices	04/30/2008	Staff	Pended at present as moving to different facility in next year

Area 3: Clinical Policy and Practice

Goal for Quality Improvement	Action Steps	Time Frame	Persons Responsible	Date Completed
Increase first contact personnel's knowledge of COD related issues and practices	Attend a support team meeting by a PT leader to provide orientation materials	January 08-Febuary 08	Staff	Scheduled for 11/21/08
Alter telephone screening tool to include COD language and assessment	Meet with people responsible for development of electronic client record to discuss/implement necessary changes Explore the possibility of using data entered on the demographic/screening form that pertains to COD to pre-populate in the psychosocial	January 08-March 08	Staff	07/30/08
Keep minutes of PT meetings	Identify responsible staff	January	Staff	
Update program manuals to reflect COD treatment concerns	Change psychosocial assessment to include CD assessment and question regarding stages of change	October	Staff	10/28/08
Conduct a walk-through exercise for all intake departments	*Organize into three teams*	July	Staff	09/01/08
Organize on-site AA/Al-anon meetings. **Goal changed** to expanding information and access to these and other meetings which already exist in the Greater Portland Area	Educate intake and clinical staff regarding area resources for AA/Al-anon, NA and DRA support group meetings	November	Staff	Scheduled for 11/21/08
Bring intake practices of all programs up to COD competency standards	Revamp intake process to develop a quick and welcoming response to walk-ins and incoming calls. Implement new screening tool to be completed upon intake	July	Staff	07/30/08

Area 4: Clinical Competencies

Goal for Quality Improvement	Action Steps	Time Frame	Persons Responsible	Date Completed
Identify mechanism for distributing training opportunities and materials to clinical staff	Discuss in PT meeting In-services training opportunities through All Staff trainings and brown bag lunch trainings on COD topics	January- March 09	Staff	1 training 11/07 rest in process
Alter performance appraisal to include feedback on clinician's COD competency	Identify level of competency as relevant to position and discuss wording in PT meeting	October-December	Staff	
Enroll 10 clients every three months into the COD program	Identify clinicians who work with eligible clients and walk them through the enrollment process	January-December	Staff	10/28/08 36 enrolled
Establish a process for follow-up of enrollees	Identify persons responsible and identify specific responsibilities. Orientate staff to necessary paperwork	January-March January-March	Staff	05/14/2008
Develop a formalized training process for clinicians to become licensed/certified in SA at the state level	Determine state guidelines/requirements	08/15/2008	TBD	

Area 5: Cultural Competence, State System, Other

Goal for Quality Improvement	Action Steps	Time Frame	Persons Responsible	Date Completed
Identify a pilot site to approach with a proposal of developing a mentoring relationship.	Identify agencies clinical/administrative needs that would be best served by such a relationship in project team meeting	June-August	Staff	
Ensure that the agency's client satisfaction survey includes questions pertaining to COD	Identify COD elements that pertain to each area of the survey	September-November	Staff	

Improve COD multi-cultural competencies	Have staff attend Multi-cultural training: Many staff attended 2-Day *Healing Invisible Wounds* Multicultural training Multicultural group starting at Riverton Park Complex for MH/SA issues related to refugee/asylum seekers	November	Names	11/01/08