

**MAINE COSII: CO-OCCURRING DISORDERS ACTION PLAN – Agency Action Plan Example 5**

**AGENCY:** Agency Example 5

**OVERALL GOAL:** To increase agency competency in regard to working with individuals with Co-occurring disorders by developing clear policies and forms, orientation practices and training practices. Staff will participate in the NIATx rapid change process for the quick implementation of quality improvement practices in the area of service delivery for Co-Occurring disorders. Special attention will be given to the education of all program staff including: Children’s Targeted Case Management, Outpatient Therapy, Adult Case Management & Psychiatric Services.

**Area 1: Organizational: Charter, Polices, Mission, Philosophy & Executive Management**

<b>Goal For Quality Improvement</b>	<b>Action Steps</b>	<b>Time Frame</b>	<b>Person’s Responsible</b>	<b>Date Completed</b>
<i>To develop an agency wide understanding and acknowledgement that our agency is a co-occurring agency</i>	1. Change agency materials to include co-occurring language. A. Policy Statement B. Orientation Materials C. Treatment Plan D. Progress Note E. Brochures	By January 30 <sup>th</sup> 2009	Operations Manager, Executive Director Administrative Team - for brochures	08/31/08 changed policy statement 07/01/08 Orientation materials changed
	2. Educate all staff to basic co-occurring information	By July 30 <sup>th</sup>	Executive Director, CoSII grant training staff	07/25/08

**Area 2: Infrastructure, HR, DATA, Fiscal, Quality Improvement**

<b>Goal For Quality Improvement</b>	<b>Action Steps</b>	<b>Time Frame</b>	<b>Person's Responsible</b>	<b>Date Completed</b>
<p><i>Improve Capacity to identify and measure co-occurring outcomes for all services</i></p>	<ol style="list-style-type: none"> <li>1 Create Database System to track basic demographic information.</li> <li>2. Hire individual to maintain database.</li> <li>3. Assess the database to ensure it is maintaining diagnostic information</li> <li>4. Add fields to database to obtain Co-occurring assessment</li> <li>5. Inform staff to place both diagnosis on form provided to Reception</li> <li>6. Assess Billing data to obtain co-occurring information prior to the change in database.</li> <li>7. Explore financial feasibility of obtaining a relational database to manage the data.</li> </ol>	<ol style="list-style-type: none"> <li>1. 04/30/08 - 12/31/08]</li> <li>2. 04/01/08</li> <li>3. 10/30/08</li> <li>4. 11/15/08</li> <li>5. 11/15/08</li> <li>6. 11/01/08 to 12/30/08</li> <li>7. 03/30/09</li> </ol>	<ol style="list-style-type: none"> <li>1. Administrative Staff</li> <li>2. Staff name</li> <li>3. Staff</li> <li>4. Staff</li> <li>5. Staff</li> <li>6. Staff</li> <li>7. Staff</li> </ol>	<ol style="list-style-type: none"> <li>1. Created database on 02/08</li> <li>2. Hired new employee on 05/13/08</li> <li>3. Recognized on 10/15/08 not catching information.</li> </ol>

<p><i>Improve capacity to provide co-occurring treatment for all clinical staff</i></p>	<ol style="list-style-type: none"> <li>1. Provide information on free trainings to all staff.</li> <li>2. Have a meeting of clinical supervisors to discuss ways to ensure that all staff are co-occurring ready.</li> <li>3. Utilize Staff and Administrative Meetings to discuss philosophy and implementation of co-occurring capability.</li> <li>4. Review Employee's capability of co-occurring as part of annual evaluations.</li> <li>5. Include Occurring Assessment and implementation as part of orientation packet.</li> <li>6. Implement screening tools as provided by COSII Grant and discuss with staff</li> </ol>	<ol style="list-style-type: none"> <li>1. 01/01/08 to 06/30/09</li> <li>2. 11/07/08</li> <li>3. 01/01/08 to 06/30/08</li> <li>4. 06/30/09</li> <li>5. 06/01/08</li> <li>6. 03/01/08</li> </ol>	<ol style="list-style-type: none"> <li>1. Staff</li> <li>2. Staff</li> <li>3. Staff</li> <li>4. Staff</li> </ol>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5. 07/01/08 completed with Psychiatric staff hirings</li> <li>6. Used ACOK - included as part of supervision for training.</li> </ol>
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Area 3: Clinical Policy and Practices

<b>Goal For Quality Improvement</b>	<b>Action Steps</b>	<b>Time Frame</b>	<b>Person's Responsible</b>	<b>Date Completed</b>
<p><i>Increase client awareness of Co-occurring disorder and related treatment needs and treatment availability</i></p>	<ol style="list-style-type: none"> <li>1. Review and modify waiting room to include visible COD literature.</li> <li>2. Educate receptionists to inform clients &amp; referents that co-occurring treatment is available at our agency.</li> <li>3. Complete a second walk through to see if co-occurring comes up in the first call or first discussion with clinician.</li> <li>4. Identify a consumer to sit on the team of champions.</li> <li>5. Identify web resources for client and provide fact sheets to clients.</li> </ol>	<ol style="list-style-type: none"> <li>1. 03/30/08</li> <li>2. 07/30/08</li> <li>3. 03/15/09</li> <li>4. 12/30/08</li> </ol>	<p>Clinical Supervisor at each office</p> <ol style="list-style-type: none"> <li>3. Staff</li> <li>4. Staff</li> <li>5. Staff &amp; clinical providers</li> </ol>	<p>06/08 07/25/08</p>

<p><i>Update policies and procedure, forms and clinical practice to include Co-occurring Disorders</i></p>	<ol style="list-style-type: none"> <li>1. Provide letter to staff explaining the COSII grant and our participation in the grant.</li> <li>2. Provide statement of agency policy in regard to Co-occurring to all staff.</li> <li>3. Provide all staff with training on Co-occurring basics 101.</li> <li>4. Participate in Regional and Expansion Site meetings, monthly and Quarterly.</li> <li>5. Implement policy changes from COSII grant meetings into the policies and procedures.</li> <li>6. Standardized a policy for treating co-occurring identifying guidelines for determining when two providers are necessary</li> </ol>	<ol style="list-style-type: none"> <li>1. 04/01/08</li> <li>2. 04/01/08</li> <li>3. 07/30/08</li> <li>4. 01/01/08 to 06/30/09</li> <li>5. 06/30/08</li> <li>6. 06/30/09</li> </ol>	<ol style="list-style-type: none"> <li>1. Staff</li> <li>2. Staff</li> <li>3. Staff &amp; COSII training team</li> <li>4. Staff</li> <li>5. Administration Team, Clinical Staff</li> </ol>	<p>06/06/08 Ongoing</p>
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<p><i>Change forms to assess for and monitor co-occurring treatment</i></p>	<ol style="list-style-type: none"> <li>1. Reassess Intake and update to include APS questions &amp; Co-occurring questions.</li> <li>2. Update progress note forms to include stage of change and Co-occurring.</li> <li>3. Assess Standardized Assessment tools.</li> <li>4. Identify 3 different tools the agency will use for assessment of Substance Use, Depression and Anxiety.</li> <li>5. Standardized a procedure for treatment planning for co-occurring disorders.</li> <li>6. Conduct COSII chart audits to ensure assessment and treatment of co-occurring disorders.</li> <li>7. Develop a procedure on how to use audits to educate and train staff either through group or one-on-one supervision.</li> </ol>	<ol style="list-style-type: none"> <li>1. 12/30/08</li> <li>2. 12/30/08</li> <li>3. 09/30/08</li> <li>4. 03/30/09</li> <li>5. 03/30/08</li> <li>6. 01/01/08 - 12/30/09</li> <li>7. 03/30/09</li> </ol>	<ol style="list-style-type: none"> <li>1. Staff</li> <li>2. Staff</li> <li>3. Clinical Team Leaders</li> <li>4. Staff &amp; Clinical team Leaders</li> <li>5. Clinical Team Leaders &amp; Staff</li> <li>6. Staff</li> <li>7. Staff</li> </ol>	<p>6. Ongoing</p>
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**Area 4: Clinical Competencies**

<b>Goal For Quality Improvement</b>	<b>Action Steps</b>	<b>Time Frame</b>	<b>Person's Responsible</b>	<b>Date Completed</b>
<p><i>To increase competencies of staff to provide co-occurring assessment &amp; treatment</i></p>	<ol style="list-style-type: none"> <li>1. Site visit by COSII Rep</li> <li>2. Meeting w/ COSII Rep to complete DDCAT and determine training needs</li> <li>3. Establish staff training on Co-occurring disorders</li> <li>4. Distribute information on free trainings on the web and through the COSII grant.</li> <li>5. Identify web resources on co-occurring disorders and distribute to clinicians</li> <li>6. Consult with peer pilot projects and expansion sites to identify best training experiences.</li> </ol>	<ol style="list-style-type: none"> <li>1. 01/30/08</li> <li>2. 03/15/08</li> <li>3. 06/30/08</li> <li>4. 12/30/08</li> <li>5. 12/30/08</li> <li>6. 06/30/09</li> </ol>	<ol style="list-style-type: none"> <li>1. COSII Rep, Staff</li> <li>2. COSII Rep &amp; Staff</li> <li>3. Staff</li> <li>4. Staff</li> </ol>	<p>01/?/01</p> <p>6. 6/6/08</p>

<p><i>Provide orientation to current staff and new staff ongoing on the practice of co-occurring treatment</i></p>	<ol style="list-style-type: none"> <li>1. Provide one annual training on substance abuse issues for all staff.</li> <li>2. Include as updates to employee job descriptions the expectation of provision of co-occurring treatment</li> <li>3. Change orientation manuals to include a more comprehensive training on co-occurring.</li> <li>4. Include in hiring practices the question of comfort and capability of working with co-occurring disorders.</li> <li>5. Implement a series of trainings for all staff utilizing Staff and providing contact hours.</li> </ol>	<ol style="list-style-type: none"> <li>1. 06/30/08</li> <li>2. 01/30/08 &amp; ongoing.</li> <li>3. 06/30/08</li> <li>4. 01/30/08 &amp; ongoing.</li> <li>5. 06/30/08</li> </ol>	<ol style="list-style-type: none"> <li>1. Staff</li> <li>2. Staff</li> <li>3. Staff</li> <li>4. Staff</li> <li>5. Staff</li> </ol>	
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**Area 5: Larger Systems: Cultural Competence, Advising on state infrastructure obstacles, mentoring**

<b>Goal For Quality Improvement</b>	<b>Action Steps</b>	<b>Time Frame</b>	<b>Person's Responsible</b>	<b>Date Completed</b>
<i>To implement changes in all the offices and to contracted settings.</i>	<ol style="list-style-type: none"> <li>1. Implement all changes into the forms upon the merging of ACES into our agency.</li> <li>2. Audit charts at each contracted site to ensure that changes are implemented there as well.</li> <li>3. Participate in Treatment Teams at our facilities and facilitate conversations of co-occurring.</li> <li>4. Our agency will serve as a resource for new pilot projects and to area agencies.</li> </ol>	<ol style="list-style-type: none"> <li>1. 01/02/09</li> <li>2. 03/30/09</li> <li>3. 09/30/08</li> <li>4. 06/30/08</li> </ol>	<ol style="list-style-type: none"> <li>1. Staff</li> <li>2. Staff</li> <li>3. Staff</li> <li>4. Staff</li> </ol>	