

## *Performance Measures & Process Improvement Technical Assistance (PITA)*

This issue of the LACES newsletter will present information on the performance measures developed in an effort to continue working towards improving AOD treatment services in Los Angeles County.

### *Performance Measures*

For the last several years, the Los Angeles County Department of Public Health, Substance Abuse Prevention and Control (SAPC) has worked with alcohol and other drug treatment providers and UCLA on performance management. SAPC met with providers and UCLA to develop a list of three performance measures for outpatient counseling and day care habilitative (performance measures for residential treatment, narcotic treatment and detoxification are under development). The performance measures include:

- 30-Day Engagement
- 90-Day Retention
- Completed Exit Interviews (completed LACPRS discharge forms)

In addition to the three measures, specific benchmarks were set for each performance measure based on the average performance of programs over the last three years. Program performance on the measures are detailed on "Dashboards," brief documents that include program performance information, benchmarks, and where needed, information on ways to improve program performance. Dashboards are located on the LACPRS system in the same location as the site reports.

### *Process Improvement Technical Assistance (PITA)*

Those programs that fell 20% or more below the benchmark for "30 Day Engagement" were invited to participate in a targeted process improvement project hosted by SAPC. This process improvement technical assistance (PITA) project aims to assist programs to improve their 30-Day Engagement rates through the use of change teams, Plan Do Study Act (PDSA) cycles, and internal process changes. The process programs participate in is similar to the Network for Addiction Treatment (NIATx) process improvement project the County has sponsored for the last several years. Providers meet with their team, brainstorm problems, identify potential solutions and test each solution individually. Data are collected, analyzed and examined to determine if the solution helped to improve the program's 30-Day Engagement rates. Potential problems programs may try to resolve include:

- Determining ways to increase client satisfaction with treatment
- Reducing early drop out
- Eliminating barriers to counseling attendance

This is the first of several PITA projects planned for the County of Los Angeles alcohol and drug use treatment providers. If your agency is interested in learning more about PITA, please contact Timothy Young at [timyoung@ph.lacounty.gov](mailto:timyoung@ph.lacounty.gov).

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