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# Press Release

NAATP Presents AdCare Hospital of Worcester, MA  
with the 2005 James W. West, M.D. Quality  
Improvement Award

Activities designed to improve the transition process from Inpatient  
to Outpatient treatment and reduce the outpatient “no-shows”  
recognized with 2005 **Quality Award**

Lancaster, PA, April 19, 2005: For the fifth consecutive year, the National Association of Addiction Treatment Providers recognized the efforts by one of its members in the area of Quality Improvement. The award is named in honor of James W. West, M.D. medical director emeritus of the Betty Ford Center in recognition of his pioneering efforts and ongoing support of quality improvement. It is co-sponsored by the Manisses Communications Group, publisher of *Alcoholism & Drug Abuse Weekly* and the National Association of Addiction Treatment Providers.

The award encourages NAATP members to document their activities in the area of quality improvement. The 2005 James W. West award will be presented to AdCare Hospital of Worcester, MA for their activities to effect a smoother transition from Inpatient to Outpatient treatment and to identify the keys to reducing the no-shows for outpatient treatment.

The experience of AdCare Hospital of Worcester, MA is similar to many other members of the National Association of Addiction Treatment Providers in that they are experiencing significant pressure to reduce the length of stay for inpatient treatment and yet all the literature points to increased outcomes being linked to at least six months of sustained treatment. The perplexing transition from inpatient to outpatient treatment is both critical and fraught with potential problems. AdCare recognized

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that despite their best efforts and intentions, the percentage of patients who did not show up for their first outpatient appointment was higher than they had targeted.

In early 2003, AdCare identified that only 63 percent of the patients who had been referred from their inpatient program to their outpatient sites showed up for additional treatment. This meant that one in three patients referred to outpatient treatment were not showing for continued treatment and were putting their continued recovery at risk.

Utilizing their well established Quality Treatment Committee; they formed an Inpatient-Outpatient Conversion Team to address the data they had gathered and to brainstorm about potential ways to impact the transition and reduce the no show rate. This team developed a number of strategies which were tested in outcome studies before AdCare decided to make them a permanent part of their approach. The tested protocols were implemented by the conversion team in January 2004. By March 2004 the "show rate" had improved from 63 percent to 72 percent and then in September 2004 it reached 75 percent.

Patrice Muchowski, AdCare's Vice President for Clinical Services suggests that "it's important for organizations to identify their 'movers and shakers' who can champion a project such as this, and then let the others in the organization join in at some later point".

The James W. West, M.D. Quality Improvement Award will be presented to AdCare Hospital of Worcester, MA as part of the NAATP Annual conference on May 23<sup>rd</sup>, 2004 at the NAATP Annual Leadership Conference in Scottsdale, AZ. In addition to receiving the award, staff from AdCare Hospital will make a presentation describing their initiative as part of a Quality Improvement Breakfast on May 24, 2005 at the NAATP Annual Addiction Treatment Leadership Conference in Scottsdale, AZ.

***The National Association of Addiction Treatment Providers is a trade association representing over 270 of the best known providers of addiction treatment both in this country and internationally. The National Association of Addiction Treatment Providers' office and executive Dr. Ronald J. Hunsicker are located in Lancaster, PA and NAATP is governed by a Board of Directors from across the country. Additional information on this award or on the work of the National Association of Addiction Treatment Providers may be obtained by contacting the NAATP office at 717-392-8480.***