

Change Project # 1- Feedback

Did the changes that were implemented (new forms, alert system, etc.) on December 17, 2012 make the process seem faster?	Yes, it did	Same	Yes!!	Yes, at first it slowed me down a little because I was not use to it, but now things are smooth.	Yes, because they are more to the point	Yes
Did any of the clients comment on the new process? If so, what did they say?	When I gave clients treatment plans they enjoyed it. It was helpful to them.	No	No	No	Some only said they are not capable of filling it out, but for the most part no comments	One of the questions in the bio-strange question
What did you think of the new alert system? Did it make the process seem faster?	I liked it since the chart was already back here- less walking and less noisy	Yes	Same	Love it	I love it	Some times
What did you think of the already prepared charts? Did it make the process seem faster?	Sometimes, but sometimes not all paperwork was in there or old stuff was in there	Yes	Yes, it did	Yes	Yes, because the forms were already there, just needed the insurance piece	Definitely
What did you like about the new client registration form? Did it allow you to get all of the information	The added questions about medication-assisted tx, added address-remove referral source	Yes	The charts already made did, make it faster	No Comment	Missing info-are you pregnant?	Yes

you needed before calling the client? (Ex. Know if they qualify for the services they need)						
What did you like about the detox assessment form? Bio-Psych social assessment form? Treatment care plan form?	Something quick and easy/summarizes the work done (Tx plan)	No Comment	No Comment	I don't feel the Tx plan is needed for detox/unless unique case	I like that they were all straight to the point	Very fast, a lot of question that program needs to know
If you could make three changes, what would they be?	-Add things about Narcan and change the wording about tx modality for AA and drunk driving - Tx plan make it for detox f/u, safety plan, add AHOPE and Fran - Collect time at another place?	- Spanish translation for client paperwork - Better execution for saving client data - TV in waiting room	No Comment	-Add Spec-Wey to Tx plan & Tews -Add other to Education/Support -Add Fran Velona/LI Shelter contact infor	- Maybe take off description of OD on bio (clients have a hard time with this) -Maybe make tx plan for just further treatment -Add all programs on tx plan & education or other	No Comment
Did you remember to indicate the time chart was received? If no, why not?	Yes, easy to remember for me	No Comment	No Comment	I don't because sometimes I grab the client quickly, start talking and forget/don't even open the chart right away	At first I forgot then I got good at it, but we need a place to put it if we just give them	Not all the time, not use to it

					education	
Any other thoughts?	Eligibility form needs to be changed	We just need to be caught up with our charts. Every day we should be able to do this, so we don't fall behind	No Comment	No Comment	Add time on eligibility form?	No Comment