Announcements. –
WIFI The Palm House Recovery –
Password: P4lmH0u$E
0 is a Zero

- Sign In At The Website For The Training

- Recovery Residence Workshop – Leadership Training – March 19, 2024

- Next Training Is April 2 @ Dublin, GA at the Liberty Church – Sponsored by El Shaddai & New Beginnings for Women

GARR
COMMUNICATE
COMMITTED
COLLABORATE
CONNECT
GEORGIA ASSOCIATION OF RECOVERY RESIDENCES

RECOVERY RESIDENCE MEETING/TRAINING

APRIL 2, 2024
Noon - 2PM

TRAINING IS OPEN TO EVERYONE

THE CHALLENGES OF MEDICATION MANAGEMENT

Lunch included

In Person 2 CE
Zoom Option 1 CE
Zoom ID: 771 569 6056
Zoom PW: training

LOCATION

LC | LIBERTY CHURCH

900 Hillcrest Pkwy
Dublin, GA. 31021

Improving Client Care & Outcomes Through Better Data Tracking & Client Connection

It is a capital mistake to theorize before one has data

Sherlock Holmes

In business you should constantly be asking yourself – What Can I track?

If you don't have measurable numbers to look at first thing in the morning when you wake up, you are managing inefficiently.

Patrick Bet-David – Your Next Five Moves – Master The Art Of Business Strategy

OUTCOMES

What GARR Requires You To Track & Report Every Year

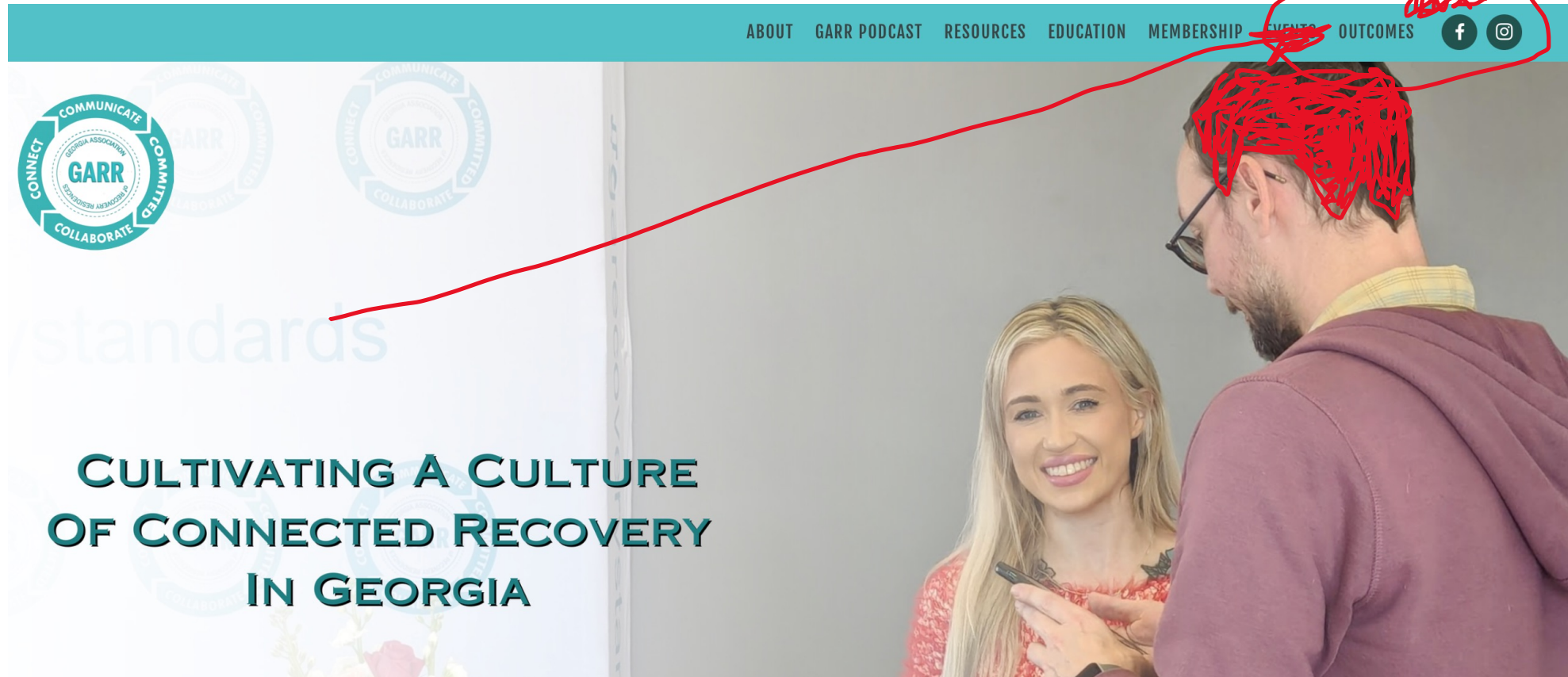**Male/Female Admissions**

Male/Female Completions

Male/Female Incompletions

Male/Female DOC's

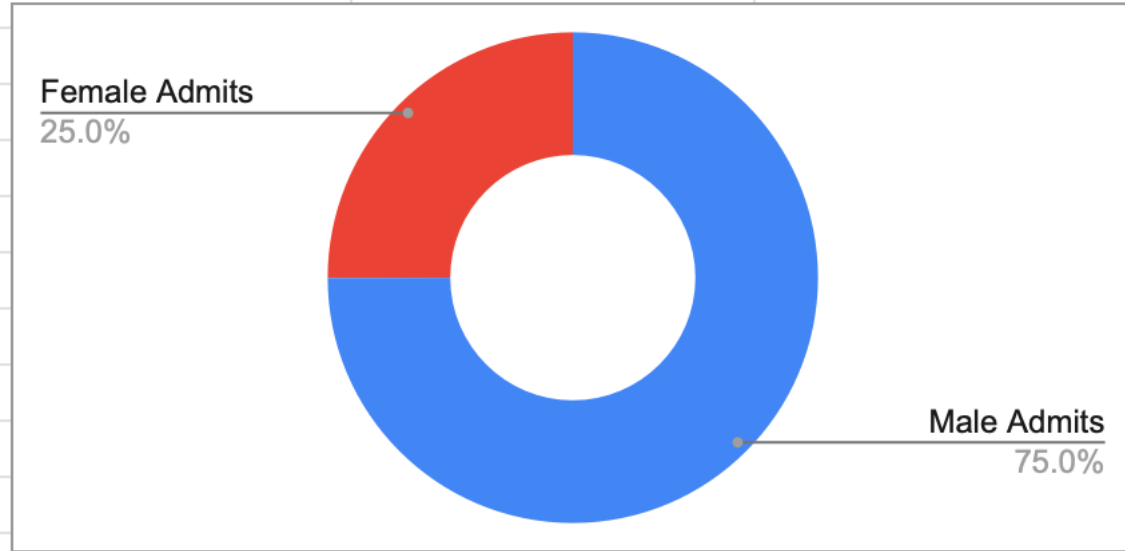**Question about clients that come in previous year and are staying into new year**
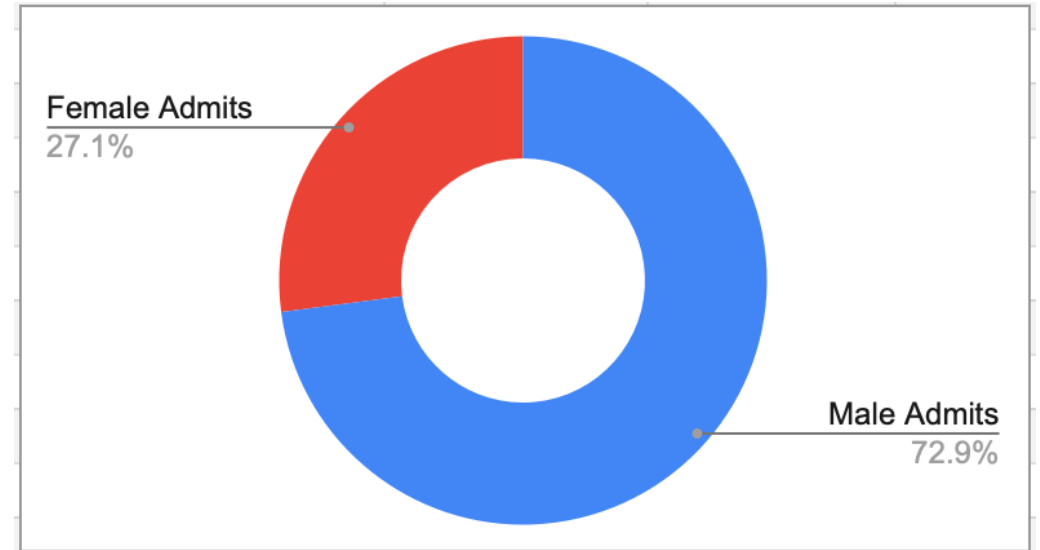
What we require is the bare minimum.

ADMITS DATA

2022

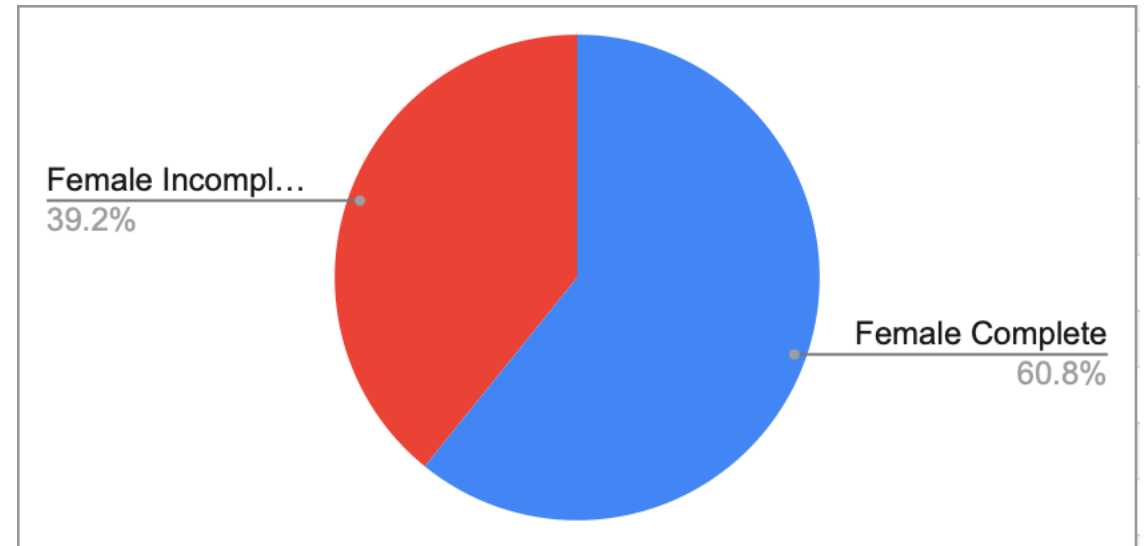Female Admits
25.0%

Male Admits
75.0%

2023

Female Admits
27.1%

Male Admits
72.9%

PROGRAM COMPLETES DATA 2023

Male Incompl…
36.8%

Male Complete
63.2%

Female Incompl…
39.2%

Female Complete
60.8%
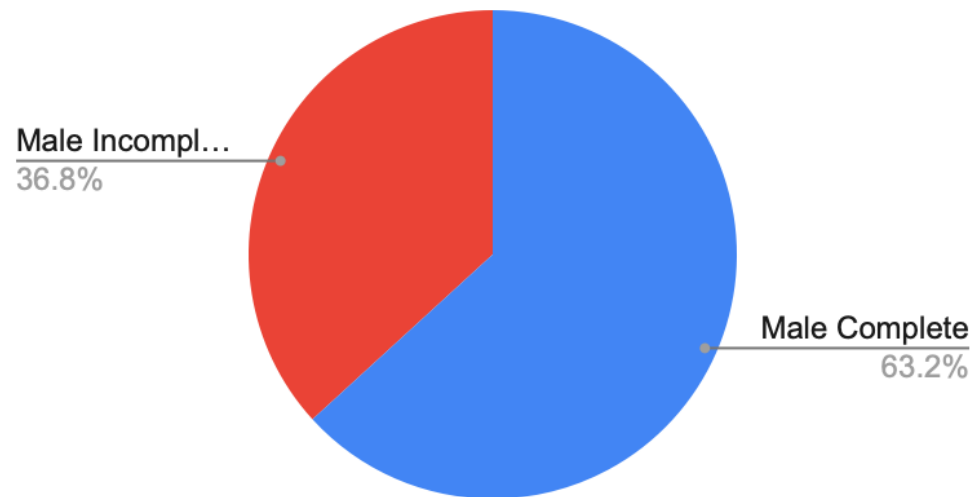
DOC DATA 2023

Male

Female

Male Alcohol
29.3%

Male Poly
37.6%

Male Opiods
13.6%

Male Cocaine
3.2%

Male Cannibis
3.9%

Male Amph
12.4%

Female Alcohol
19.2%

Female Poly
32.1%

Female Opiods
14.4%

Female Cocaine
3.0%

Female Cannibis
11.1%

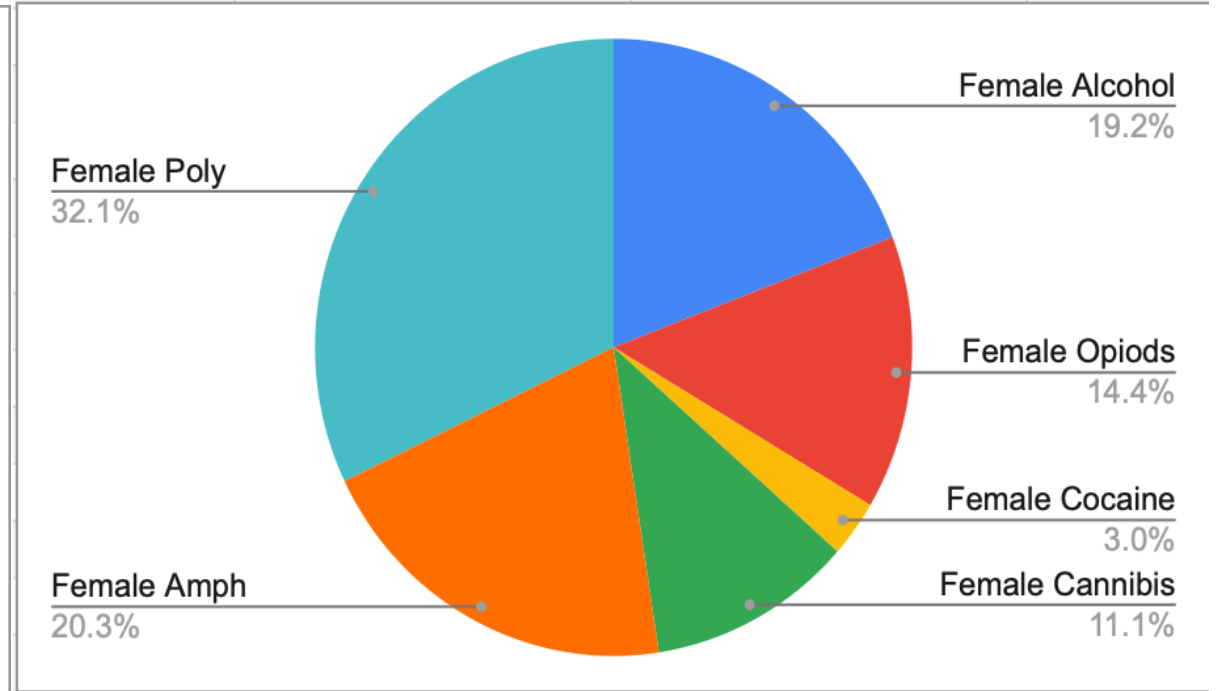Female Amph
20.3%
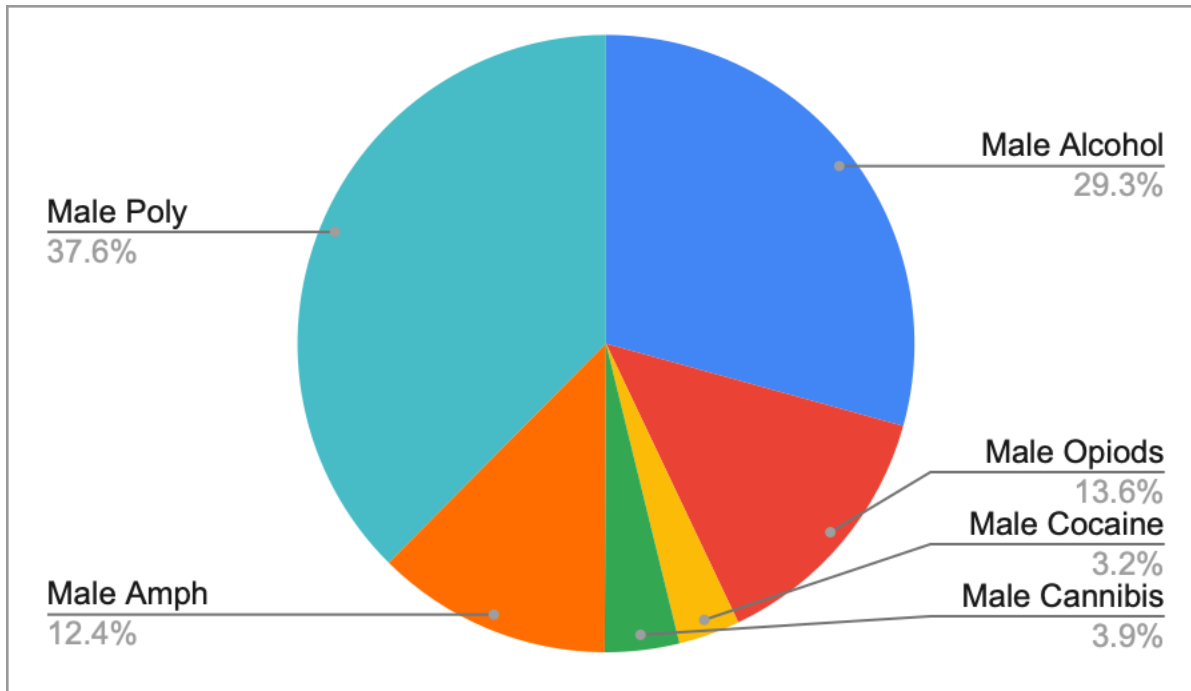
Breakout Session 1
Part 1

Introduce Yourself – Name – Program – Population Served

What does it take to complete your program?

Breakout Session 1
Part 2

What are other things you track or should be tracking?

Things To Track

- Are you tracking client calls, average length of stay vs. your minimum. Client admits vs. discharges. Types of Discharges – Relapses, Reentries after relapse, Social Media Posts, Family sessions, Individual Sessions.

- If you are receiving clients from jails what are some numbers to track for those clients.

- Alumni Tracking

RITUALS ON TRANSITION & LEVELING

Transition rituals promote resident sense of belonging and confer progressive status and increasing opportunities within the recovery living environment and community

RITUALS HELP US EXPRESS OUR RELATIONSHIP TO THE OURSELVES AND CULTIVATE A PERSONAL RELATIONSHIP WITH THE COMMUNITY– HELP US TOUCH INTO OURSELVES IN A WAY THAT ALMOST NOTHING ELSE CAN.   RITUALS HELP US HAVE A SENSE OF CONTROL AND ALLEVIATE ANXIETY AND ENHANCE PERFORMANCE.   HARVARD STUDY 2016

THROUGH RITUALS THE COMMUNITY BONDS AND GIVES US A SENSE OF SOMETHING BIGGER THAN OURSELVES.

As a team develop a Ritual for a new client entering the program and the community.

A Ritual for a client who makes it to the halfway period of the program.

A Ritual for a client who is transitioning from the program.

Surveys & Reviews

Improve the Customer Experience
Measure Change Over Time
Encourage Honest Feedback
Surveys Give a Voice
Identify Strengths & Weaknesses

They Only Help If You Use The Feedback

Breakout Session #2

Create A Survey For Your Clients

Create A Questionaire / Survey For Your Clients

Come Up With At Least 10 Questions

What would be a good interval to fill out the survey?

Quality Improvement

- Study: Take a look at current processes

- Analyze: Where can improvements be made

- Plan: Create new process

- Act: Implementation

OUR QUALITY

Utilize outcomes and incident reports during QI Asessment

	Jan	Feb	Mar	1ST Qrt	Apr	May	Jun	2ND Qrt	Total	Avg per Month	% of Incident Reports for Yr.	1st Qrt	2nd Qrt
Relapse				**0**				**0**	0	0	0%	0%	0%
AMA				**0**				**0**	0	0	0%	0%	0%
Medication Errors				**0**				**0**	0	0	0%	0%	0%
Vehicle Incident				**0**				**0**	0	0	0%	0%	0%
Use on site				**0**				**0**	0	0	0%	0%	0%
Contraband				**0**				**0**	0	0	0%	0%	0%
Weapon incident				**0**				**0**	0	0	0%	0%	0%
Property Damange				**0**				**0**	0	0	0%	0%	0%
Rule Violation				**0**				**0**	0	0	0%	0%	0%
TOTAL	0	0	0	0	0	0	0	0	0	0			

The importance of Quality Improvement

Once you have a system in place that meets a need, that doesn't mean the job is done. This is where quality enhancements are required, it is up to each and every one of us to notice where we could use improvements, where we can add a useful tool, element, or technology that can improve not only our efficiency but also our quality. This will ensure that it is a change that will guide us through future years instead of being a bandaid for a current situation only.

Challenge

If you have not submitted your Outcomes please do

Challenge Yourself To Improve Your Data Tracking

INCORPORATE MORE RITUALS IN YOUR PROGRAM

BUILD SURVEYS & QUESTIONAIRES TO GAIN FEEDBACK
FROM YOUR MOST VALUABLE RESOURCE – YOUR CLIENTS
AND ACTUALLY UTILIZE THE FEEDBACK