

Santa Clara Valley Health & Hospital System

Department of Alcohol & Drug
Services (DADS)

MISSION STATEMENT

To develop and operate a seamless Continuum of Care for the prevention and treatment of substance abuse problems in the community that is appropriate for the diverse populations of the County and that is accountable for its services

The Department of Alcohol & Drug Services exists within the overall Santa Clara Valley Health & Hospital System



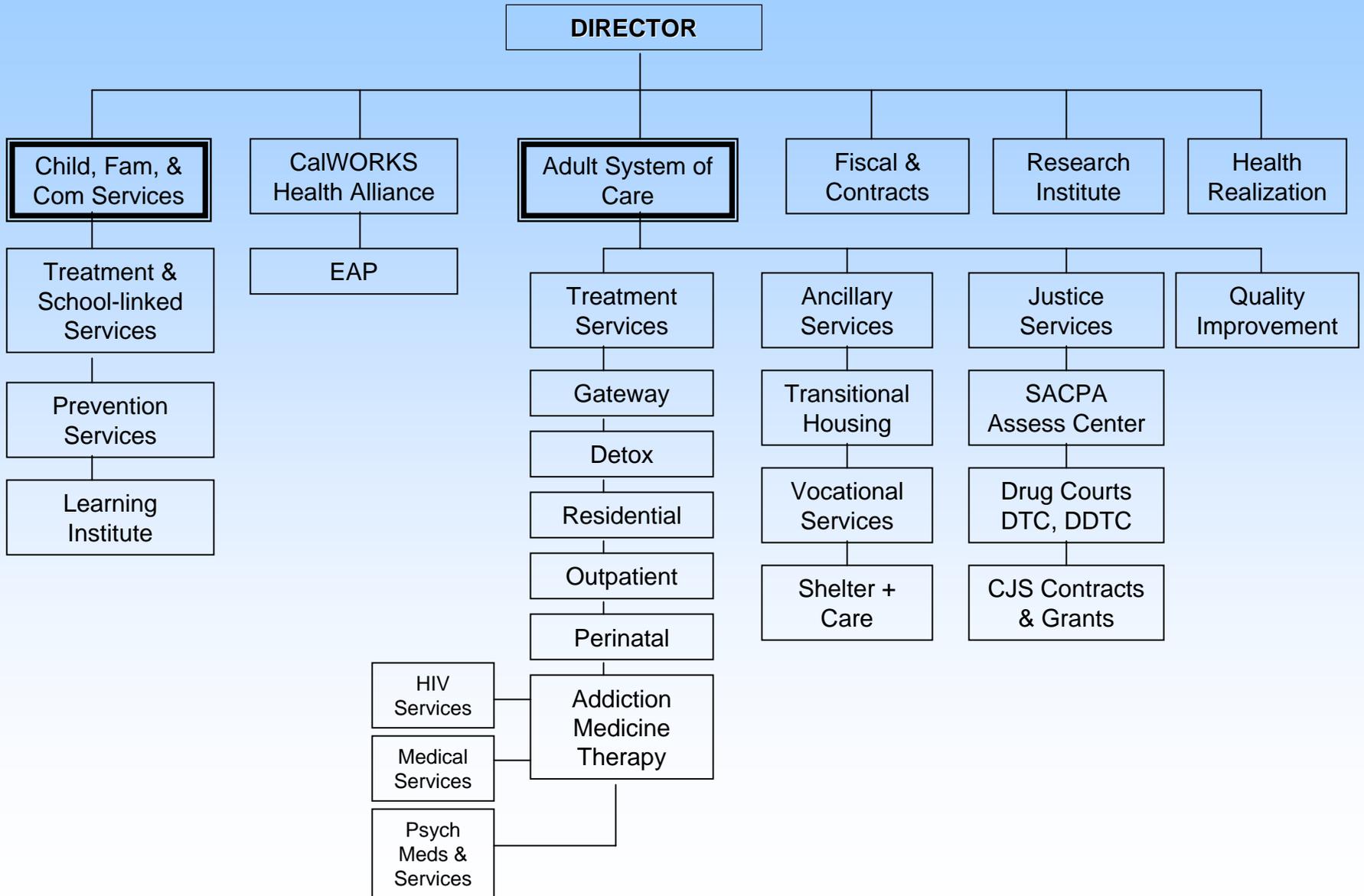
*Dedicated to the health of the whole community
regardless of ability to pay*

Through an Innovative Partnership
of both public and private
providers,

DADS manages a coordinated
System of Care for the delivery of
services

DEPARTMENT OF ALCOHOL & DRUG SERVICES

FUNCTIONAL STRUCTURE

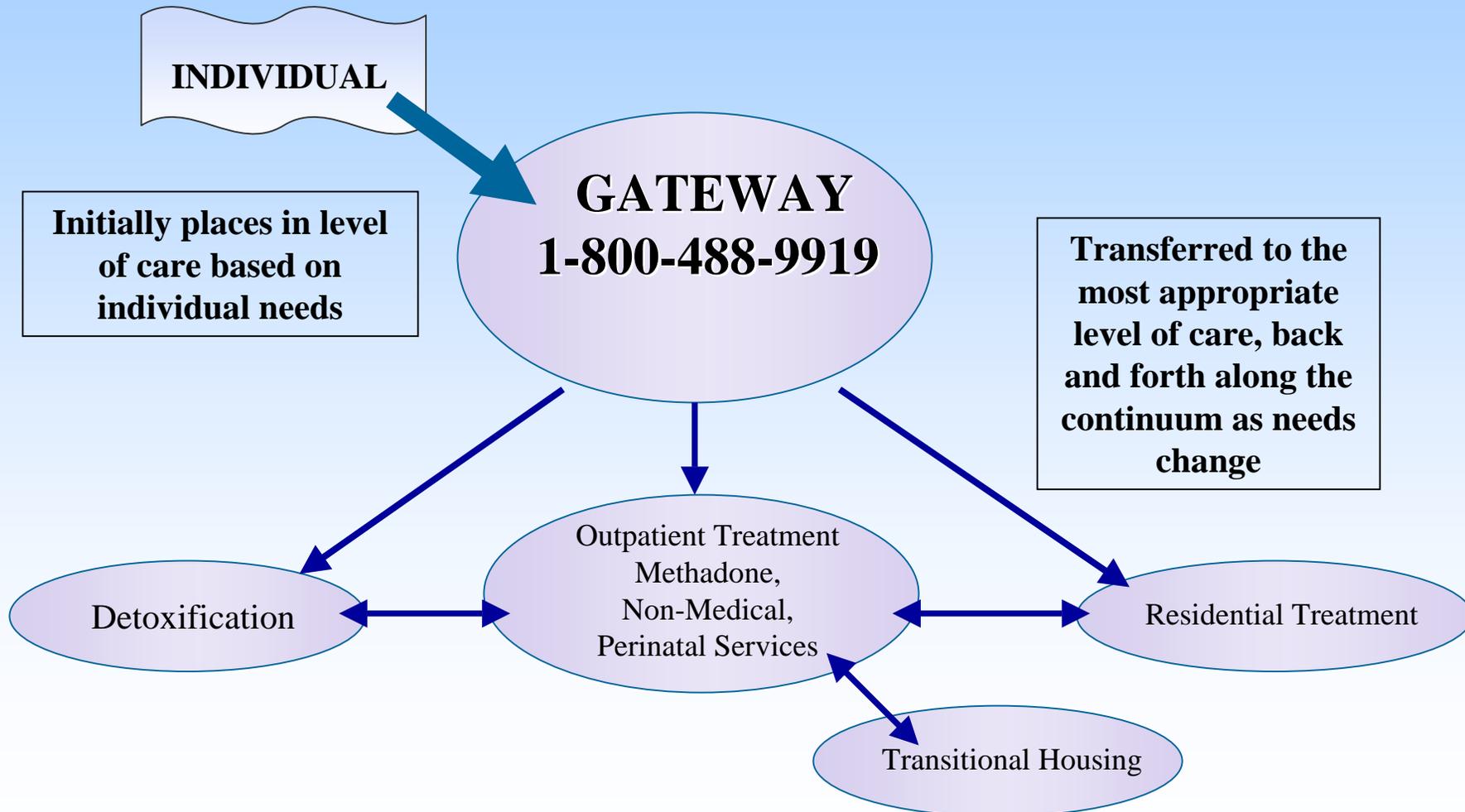


Adult System of Care

Managed Care without the Negatives

- One System, single entry point, levels of care
- Standardized procedures, processes, forms
- All speaking the same language: assessment dimensions, severity ratings, level of care
- Integrated service delivery
- “Managing” care: paying attention, monitoring and evaluating provider performance and client outcomes
- Continuous Quality Improvement

SANTA CLARA VALLEY HEALTH & HOSPITAL SYSTEM
Department of Alcohol & Drug Services (DADS)
Single Point of Entry for A Continuum of Services



Adult System of Care Themes

- Using limited resources wisely
- Matching intensity of service to severity of illness
(*one size does not fit all*)
- Just the right dose, at the right time, in the right setting, for each individual client
- Client-driven, not program-driven, treatment
- Individualized, focused treatment
- Partnering with other Systems: Criminal Justice, Department of Corrections, Social Services, Child Welfare, Mental Health

System of Care

Treatment Services

- Levels of Care
 - Social Model Detox
 - Residential
 - Outpatient
 - Perinatal
 - Addiction Medicine Therapy (methadone)
 - Detox & Maintenance

System of Care

The Provider Network

- Social Model Detox - (2) 16 beds
- Residential - (8) 284 beds
- Outpatient - (20) 1900 slots
- Perinatal Outpatient - (2) 75 slots
- Addiction Medicine - (3) 600 slots
- Transitional Housing Units - (40) 300 beds

System of Care

Ancillary Services

- Psychiatric Evaluation & Medication
- Transitional Housing
- Shelter + Care
- Vocational Services

System of Care

The Provider Network

- **The Innovative Partnership**
- **Community Based Organizations**
- **County Programs**
- **Collaborative Relationships**
- **Learning Organization (PDSA)**
- **Shared Stewardship of the System**
 - Shared responsibility for creating, maintaining, and improving our System

System of Care

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System of Care Treatment Services

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System of Care Ancillary Services

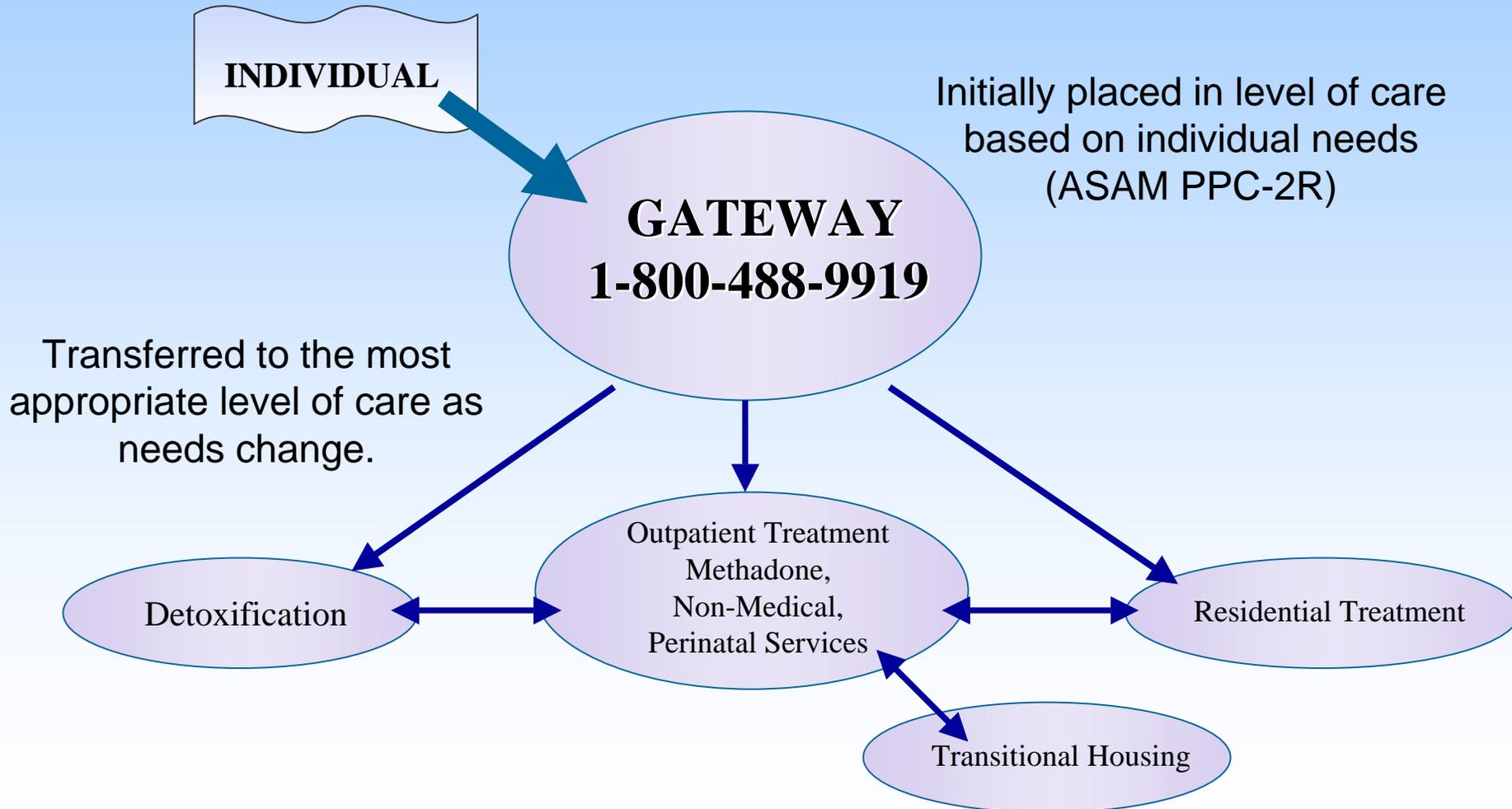
- Psychiatric Evaluation & Medication
- Transitional Housing
- Shelter + Care (homeless services)
- Vocational Services

Access to System of Care

Point of Entry: Assessment Sites

- **Gateway, or**
- **Satellite Assessment Sites**
 - SACPA Assessment Center
 - Drug Treatment Court
 - Dependency Drug Tx Court
 - Detox Sites

Point of Entry



Access to System of Care Assessment Functions

- **Screen for Immediate Needs & Refer**
- **Assess Level of Care (LOC) Needs**
- **Determine Appropriate Placement**
- **Authorize Treatment**
- **Refer to Appropriate LOC Provider**
- **Provide Information & Referral**

Access to System of Care Assessment Functions

- Screen & Refer for Immediate Needs
 - TB Screen
 - Emergency/Urgent Medical Needs
 - Chest pain
 - Shortness of breath
 - Internal Bleeding
 - Seizures

Access to System of Care Assessment Functions

- Assess Level of Care Needs
 - Level of Care Assessment
 - American Society of Addiction Medicine (ASAM)
Multidimensional Assessment
 - Bio-psycho-social Assessment
 - The whole client, not just the addiction

Access to System of Care Assessment Functions

- Determine Appropriate Placement
 - ASAM Patient Placement Criteria (PPC-2R)
 - Most widely used national guidelines
 - For placement, continued stay, and discharge determinations
 - Matches severity of illness with intensity of services
 - DADS Modified PPC-2R Crosswalk

Access to System of Care Assessment Functions

- Authorize Treatment
 - Service Authorization Numbers
- Refer to Most Appropriate Provider
 - Level of Care/Intensity of Services
 - Geographic location
 - Special needs
 - Daily Capacity Report (Open vs. Waitlist)

Continuum of Care Transfers

- Once Client is in treatment:
 - *Providers Refer Directly to each other*
- Exceptions
 - Increased Level of Care (OP to Res)
 - Pre-authorized by QI
 - Transitional Housing Unit Placement
 - Pre-authorized and managed by QI

Quality Improvement

- Utilization Management
- Quality Management

Utilization Management

- Residential Placement
 - Residential Wait List
- Increase in LOC Placement
 - Review & Pre-authorize
- THU Placement
 - THU Wait List
- Average Lengths of Stay
 - Quarterly Review

Quality Management

- Provider Performance Monitoring
 - Bi-annual Performance Measures Audit
 - Annual Contracts Review (Audit)
 - System Feedback Forms (+/-)
 - Incident Reports
 - Patient Rights Complaints
 - Data Entry Report Cards
 - Attendance at Required Meetings

Quality Management

- System Performance Monitoring
 - Daily Capacity & Waitlist
 - Client Outcome Measures (WIP)
 - Average Lengths of Stay
 - Aggregate System Feedback Results
 - Aggregate Perform Measure Results
 - Annual Provider Survey Results

Quality Management

- Assist Providers & System
 - Dedicated On-Call Person
 - 15-minute response time guaranteed
 - Technical Assistance & Training
 - System Policy & Procedure Manual
 - Performance Measures Audit Guide
 - Orientation for New Providers/Staff
 - Clinical Consultation
 - Phone or in person (case conferences)

Quality Management

- Credentialing/Licensing/Training
 - All residential sites are State licensed
 - All outpatient sites are State certified
 - All THUs are D.A. certified
 - All clinical staff are pre-licensed, licensed, certified, or in process of becoming
 - Staff (all levels) are DADS certified
 - DADS provides training to assist staff in this process

Quality Improvement

- Improve System
 - “Hot Groups”
 - Provider Reps
 - Improve Procedures & Processes
 - Policy Recommendations
 - Continuous Quality Improvement Committee
 - Analyze Data & Track Trends for Improvement Opportunities

CHILDREN, FAMILY & COMMUNITY SERVICES

- PREVENTION
- THE LEARNING INSTITUTE
- ADOLESCENT TREATMENT
SERVICES

THE LEARNING INSTITUTE

- CATALOG PUBLISHED TWICE A YEAR
- WORKSHOPS BASED ON THE SYSTEM NEEDS
- USES LEADING EXPERTS
- PRESENTS LATEST, EVIDENCE-BASED MATERIAL
- FREE TO COUNTY AND CONTRACT EMPLOYEES
- PROVIDES CEUs
- WORKSHOPS AIMED AT
 - AOD PROFESSIONALS
 - OTHER PROFESSIONALS
 - OTHER INTERESTED PARTIES (E.G. PARENTS)

ADOLESCENT TREATMENT SERVICES

- Assessment using the GAIN
- Assesses multiple domains
- Used to determine level of treatment
- Used to develop individualized treatment plan
- Individual, family and group therapy

LEVELS OF SERVICE

- OUTPATIENT
- INTENSIVE OUTPATIENT
- RESIDENTIAL

SERVICE LOCATIONS

- MAIN OFFICE
- SCHOOL SITES
- INTENSIVE OUTPATIENT SERVICES
- JUVENILE TREATMENT COURT
- AFTERCARE COLLABORATIVE
- CHILDREN'S SHELTER

Visit the DADS website at:

www.sccdads.org