Northwest (HHS Region 10)
ATTC Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

Northwest ATTC presents:
Applying NIATx Process Improvement Tools &
Principles to Create Staffing Solutions

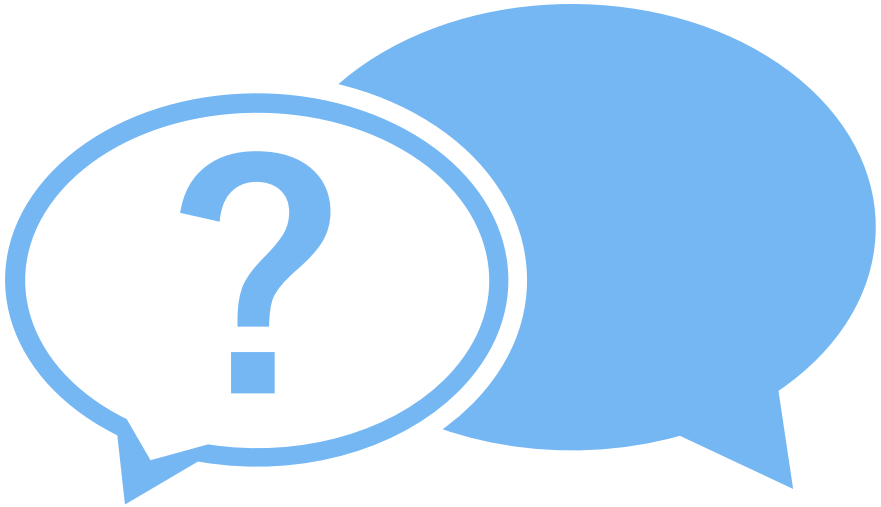
Thank you for joining us!
The webinar will begin shortly.

- **Participants are automatically muted during this presentation**
- **Got questions?** Type them into the chat box at any time and they will be answered at the end of the presentation.
- An ADA-compliant recording of this presentation will be made available on our website at: http://attcnetwork.org/northwest

SAMHSA
Substance Abuse and Mental Health Services Administration

Q&A

Questions? Please type them in the chat box!



Surveys

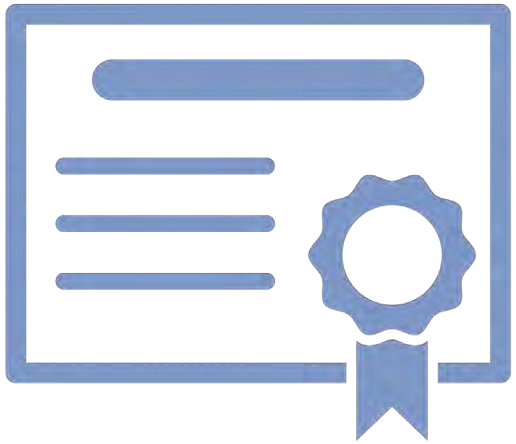
Look for our surveys in your inbox!

We greatly appreciate your feedback! Every survey we receive helps us improve and continue offering our programs.

It only takes **1 minute** to complete!

Certificates

Certificates of Attendance are available for live viewers!



Viewing Groups:

Please send each individual's **name** and **email address** to northwest@attcnetwork.org within 1 business day.

Your certificate will be emailed within a week to the address you registered with.

Find, Hire, and Keep

Applying NIATx Process Improvement Tools & Principles to Create Staffing Solutions

Roosa Consulting LLC

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- matroosa@gmail.com
- 315-727-4565

Tribal Land Acknowledgement

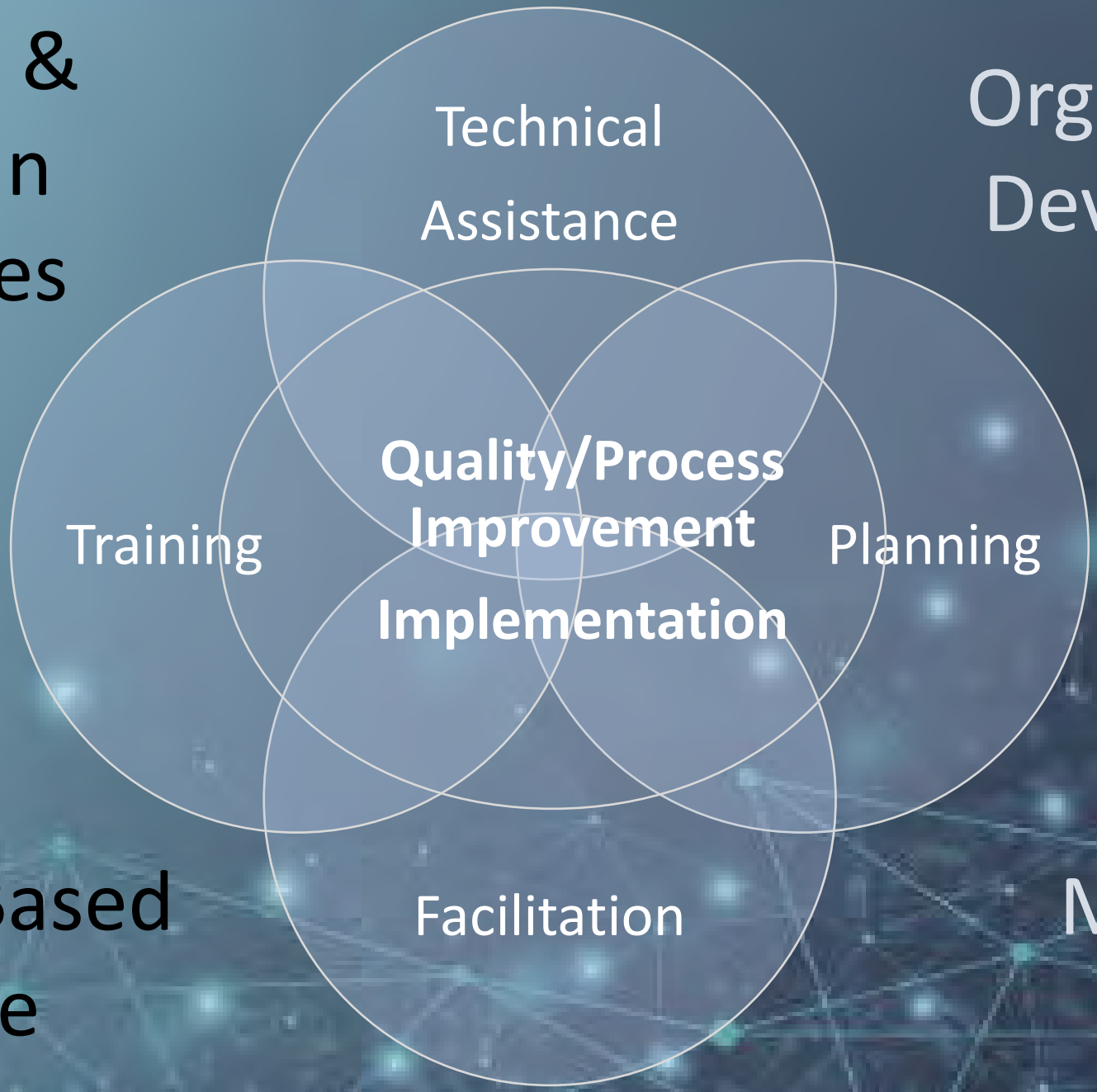
In applying a lens of cultural humility to issues of diversity, equity, and inclusion, Northwest ATTC offers this land acknowledgement for today's event.

Our work intends to reach the addiction workforce in HHS Region 10: Alaska, Idaho, Oregon, and Washington. This area rests on traditional territories of many indigenous nations, including tribal groups with whom the United States signed treaties prior to the granting of statehoods.

Please join us in support of efforts to affirm tribal sovereignty and in displaying respect and gratitude for our indigenous neighbors.

Health & Human Services

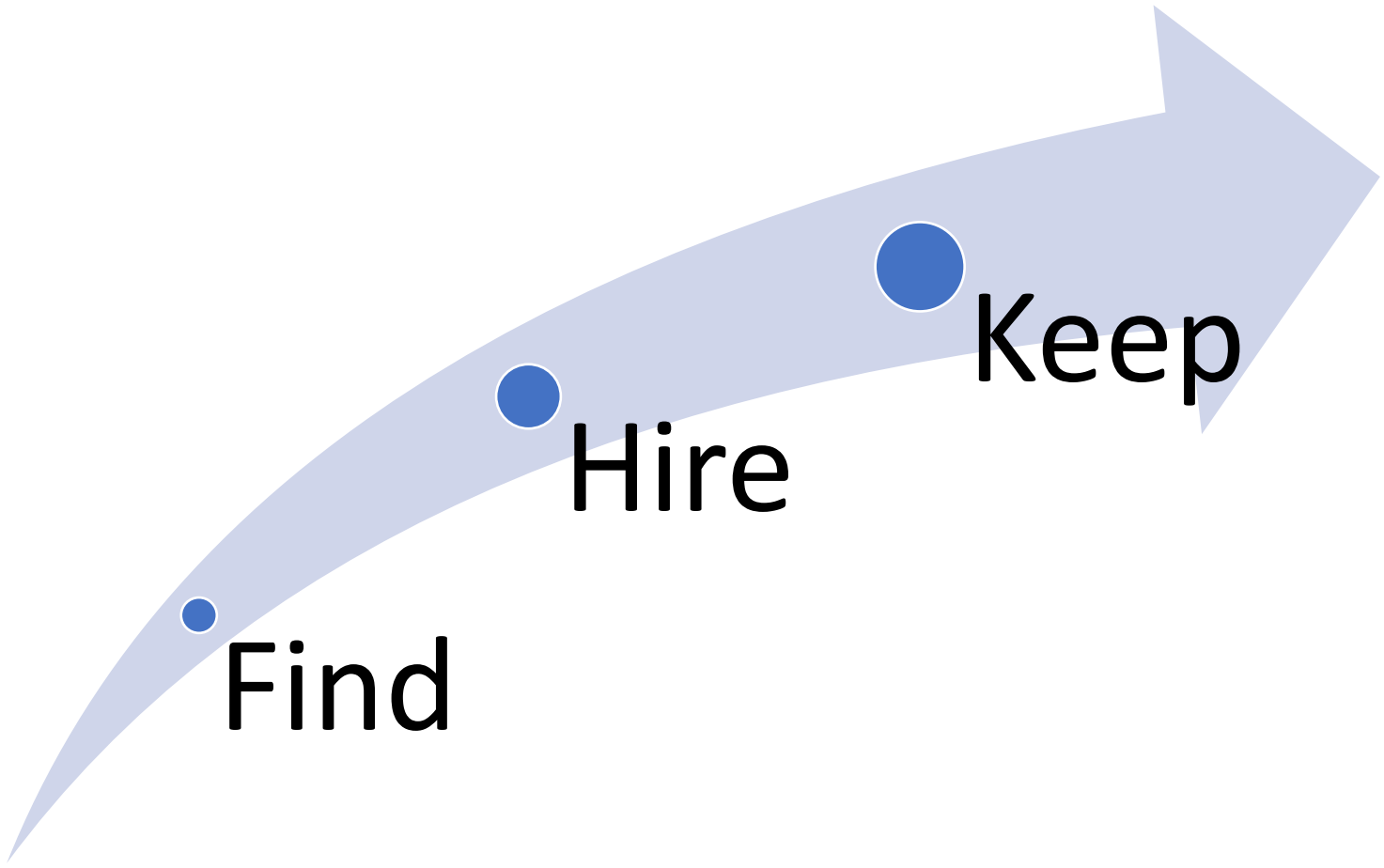
Organizational Development

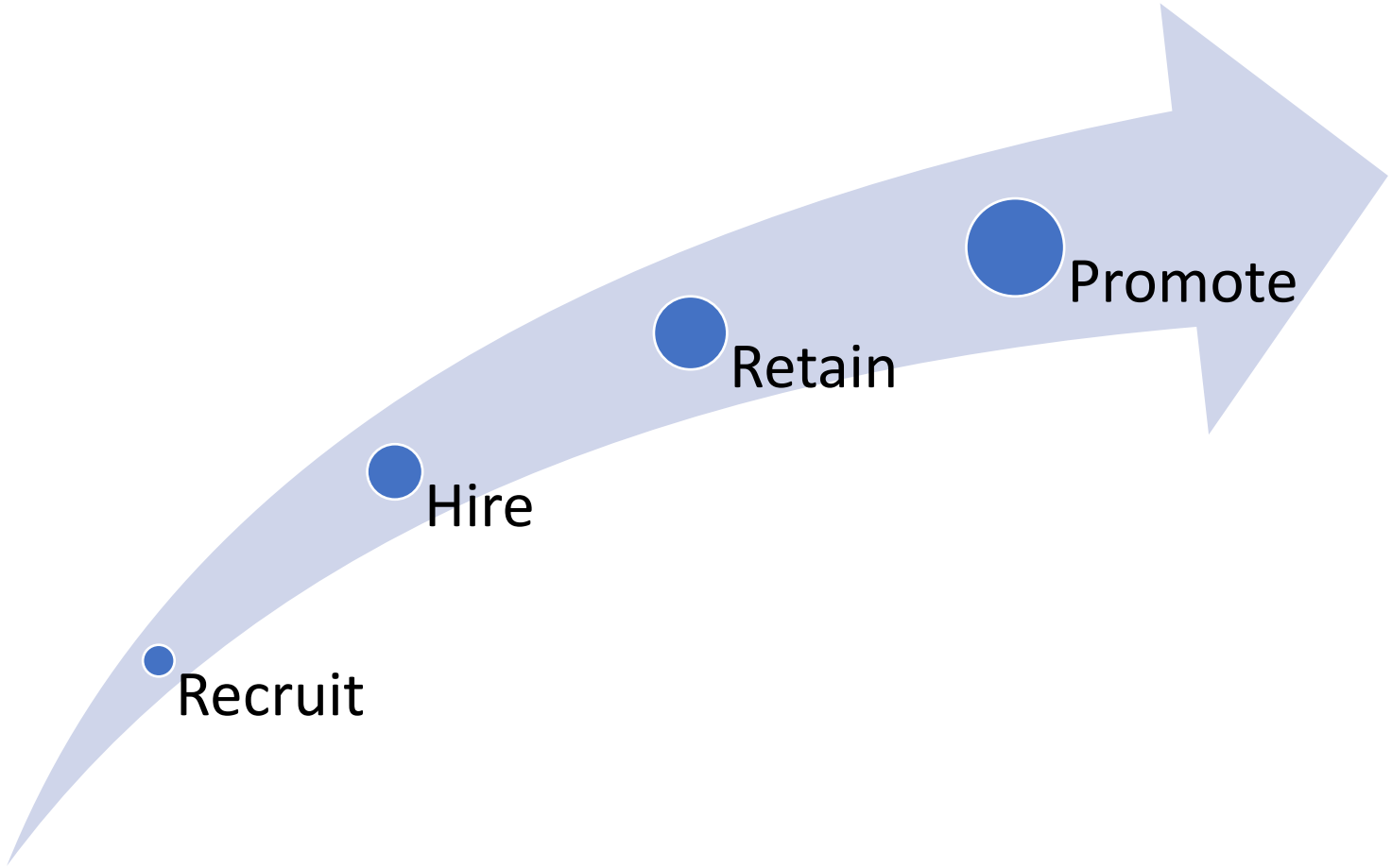


Evidence Based Practice

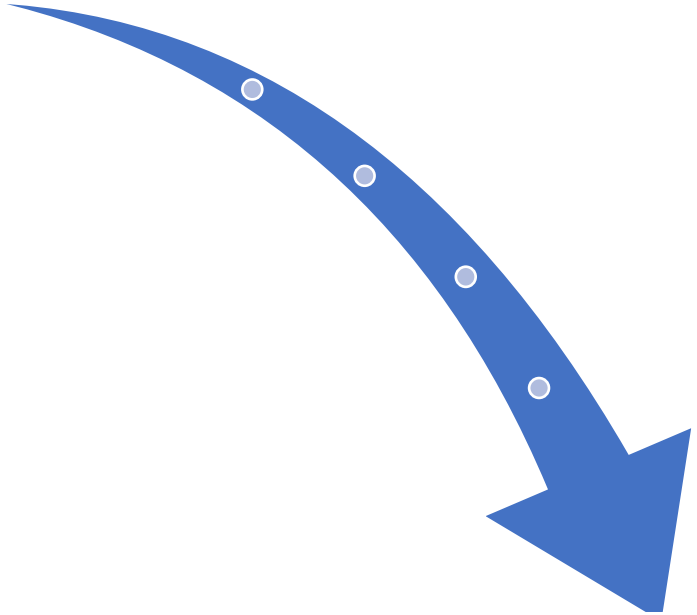
Change Management

BEST
BUY


Keep
Hire
Find



POLL



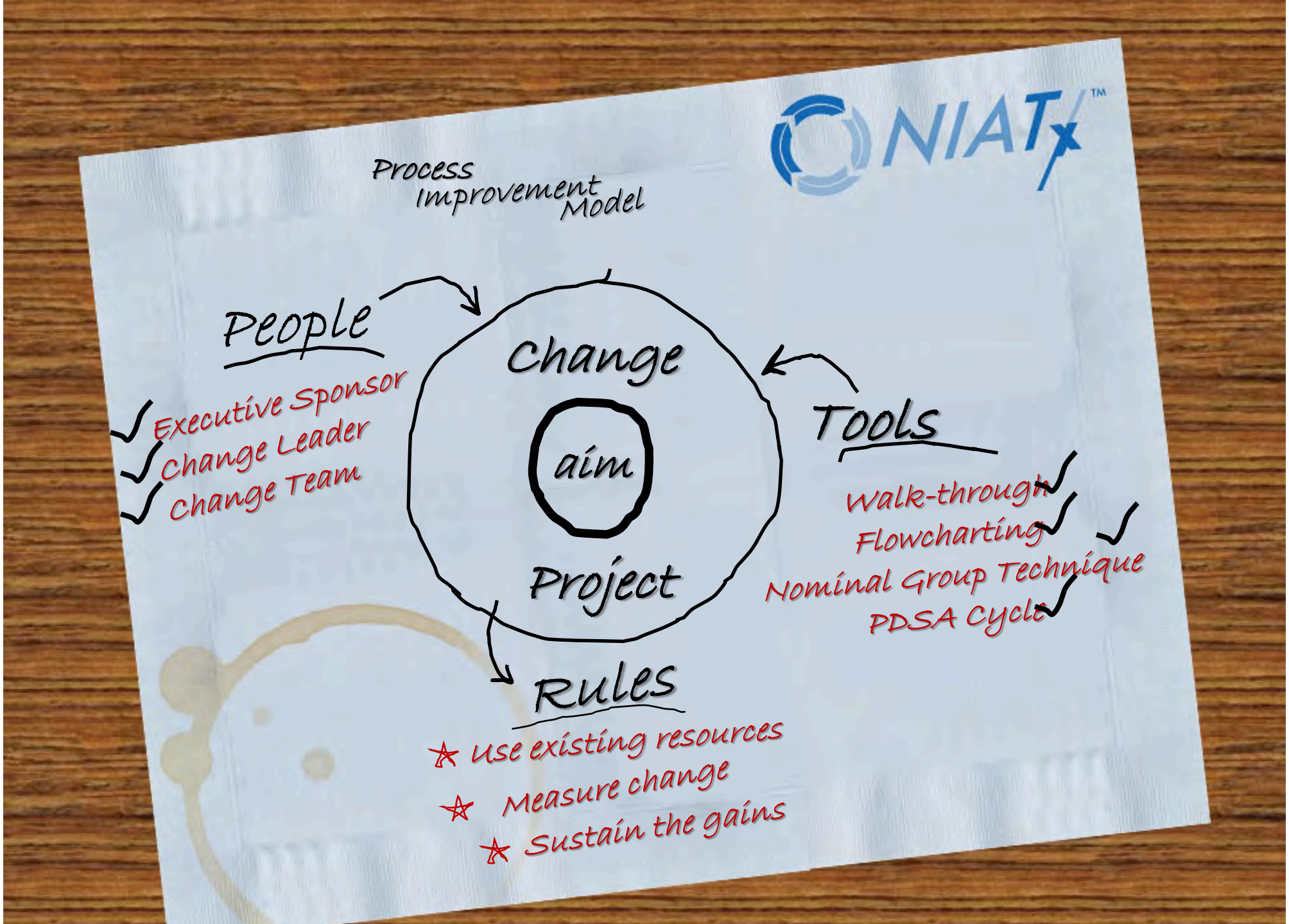
POLL

Improve the process!

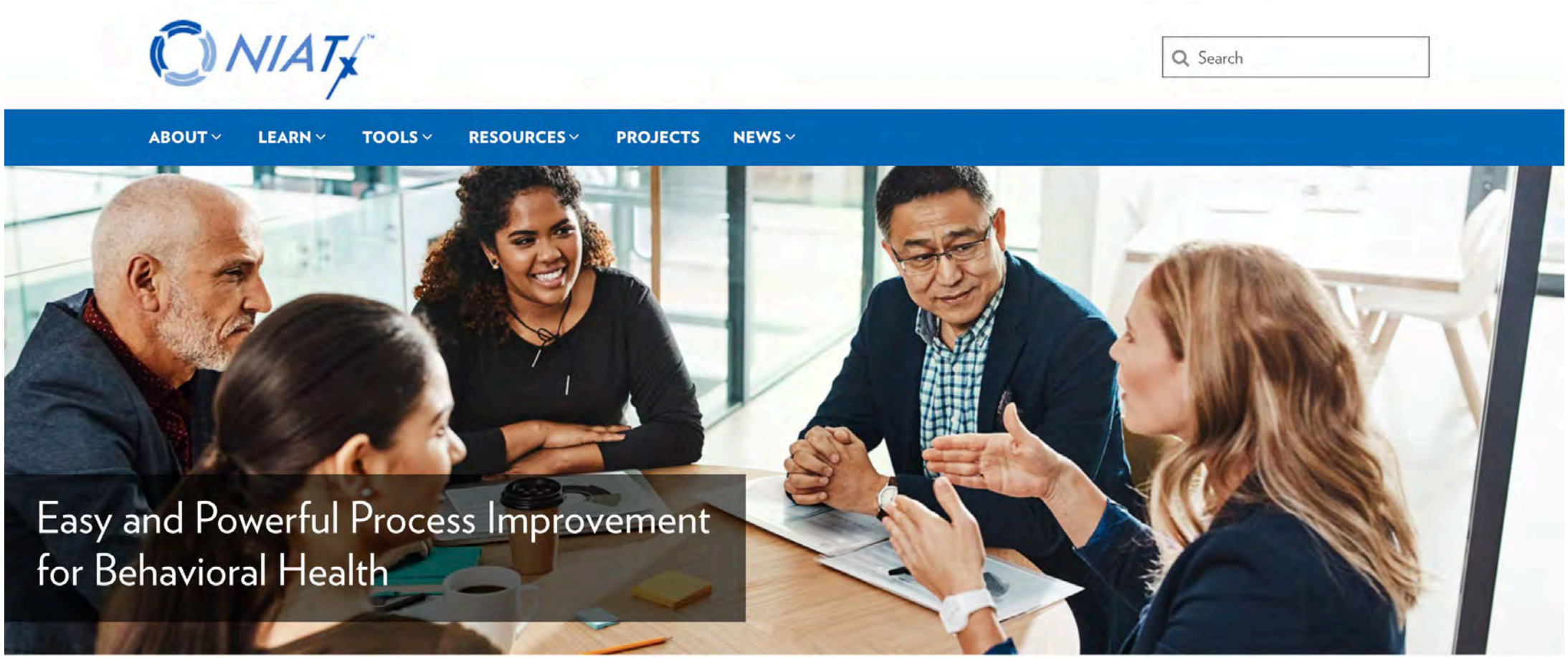
The process

Your Organizational Team

Tools


Process Improvement Model
NIATx
People
Executive Sponsor
Change Leader
Change Team
Change
aim
Project
Tools
Walk-through
Flowcharting
Nominal Group Technique
PDSA Cycle
Rules
Use existing resources
Measure change
Sustain the gains

www.niatx.net



4

1. Understand and involve the customer

2. Fix key problems that key the CEO awake at night.

3. Pick a powerful change leader

5

4. Get ideas from outside the organization or field.

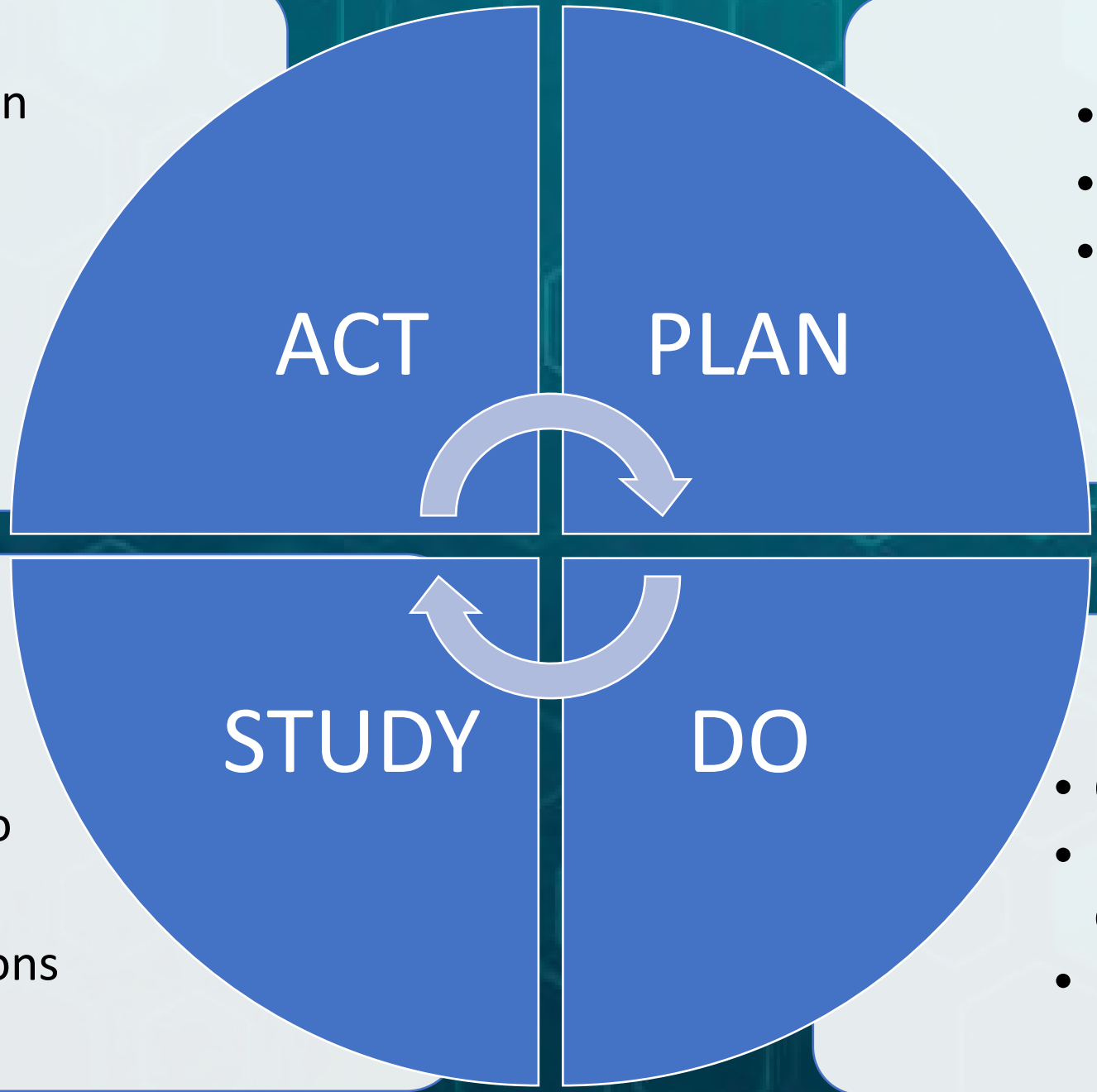
5

5. Use rapid-cycle testing to establish effective changes (PDSA cycles).

POLL

5

- What changes in the next cycle?
- Abandon?
- Adapt?
- Adopt?

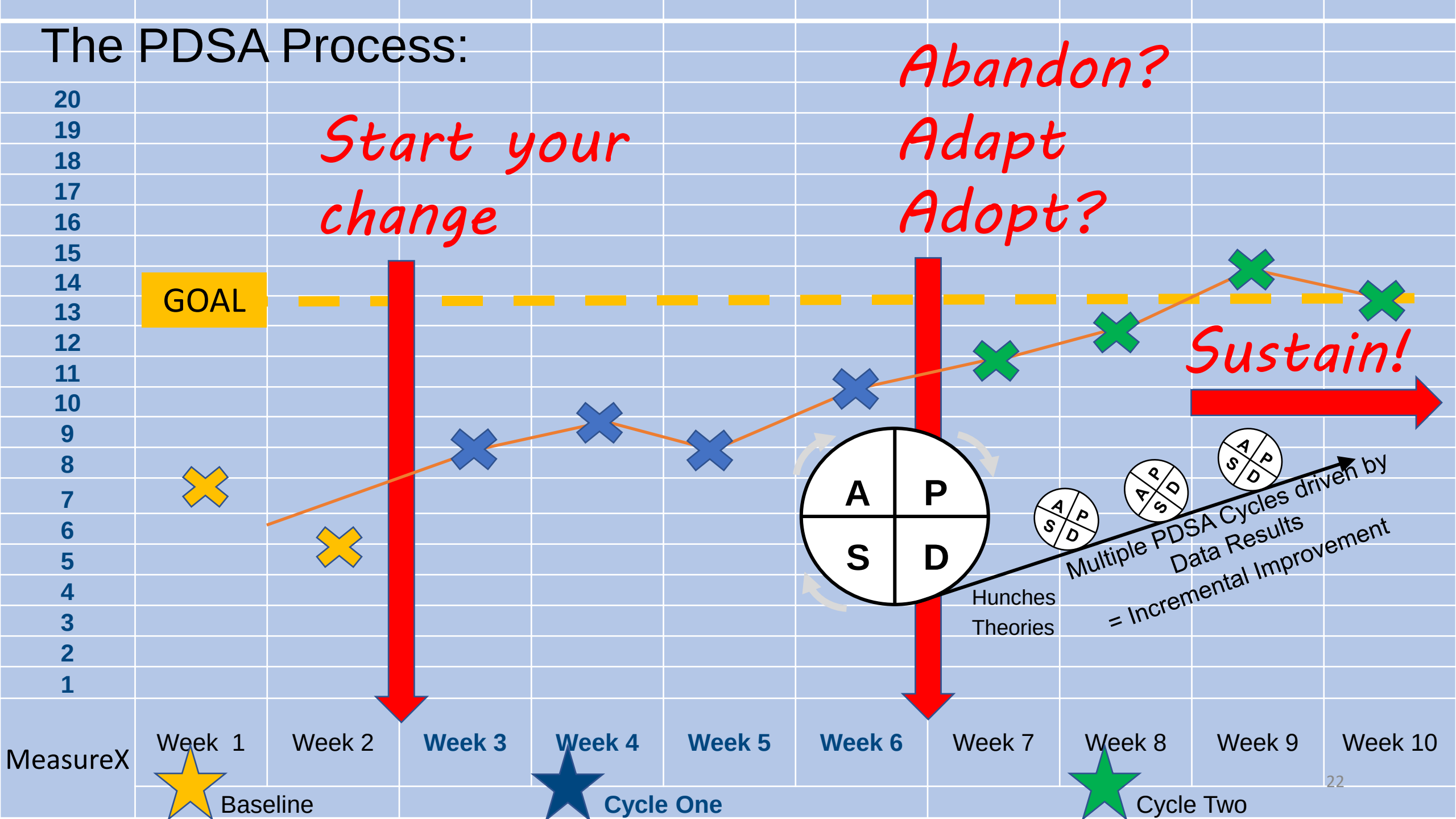


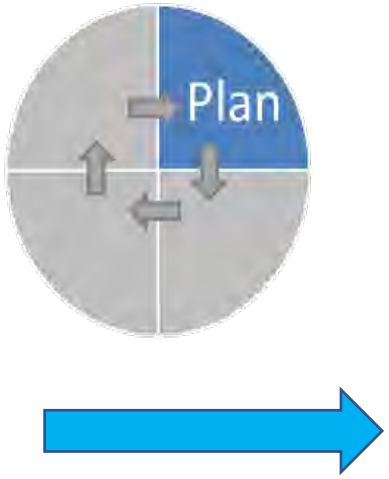
- Questions
- Predictions
- Who, What Where, When

- Analyze data
- Compare data to predictions
- Summarize lessons learned

- Carry out the plan.
- Document observations
- Begin data review

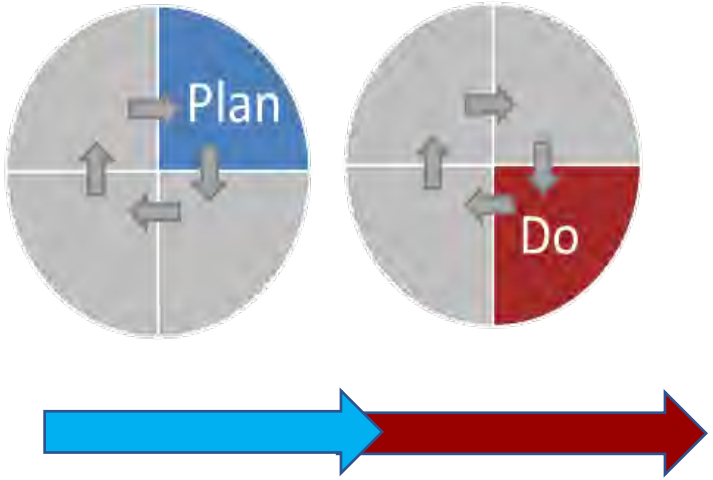
The PDSA Process:





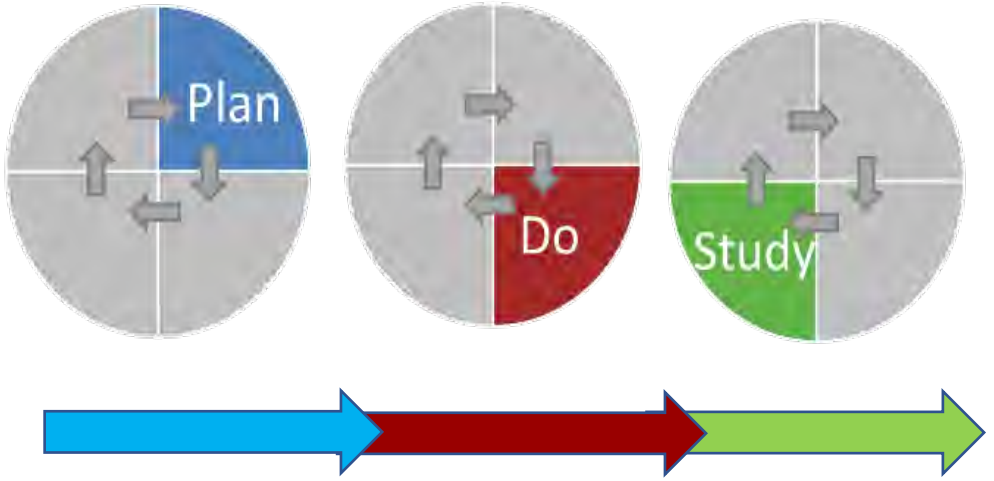
What is your Goal? (Aim= Improve A from B to C by Date D)

- What will you test and how will you test it?
- What questions are you trying to answer with this test?
- What do you expect will happen and why?
- How will you measure the results of this test?
- Data collect: What? Where? When? How? Who?



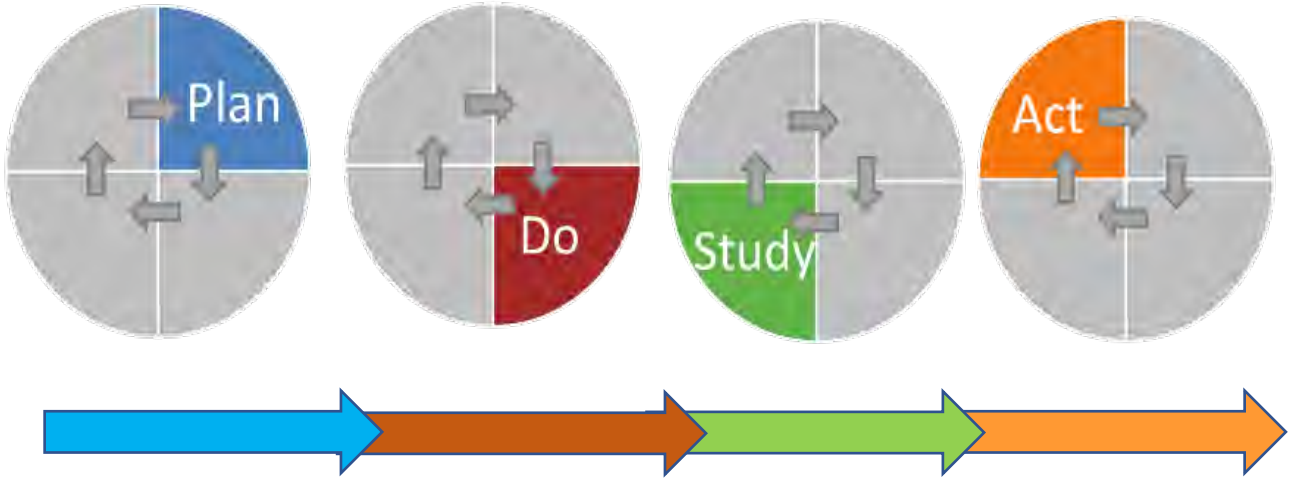
What are you learning as you go?

- What is going well?
- What problems have you had with the test?
- What has surprised you?
- What problems have you had collecting data?
- What is the data showing?



What do the data tell you?

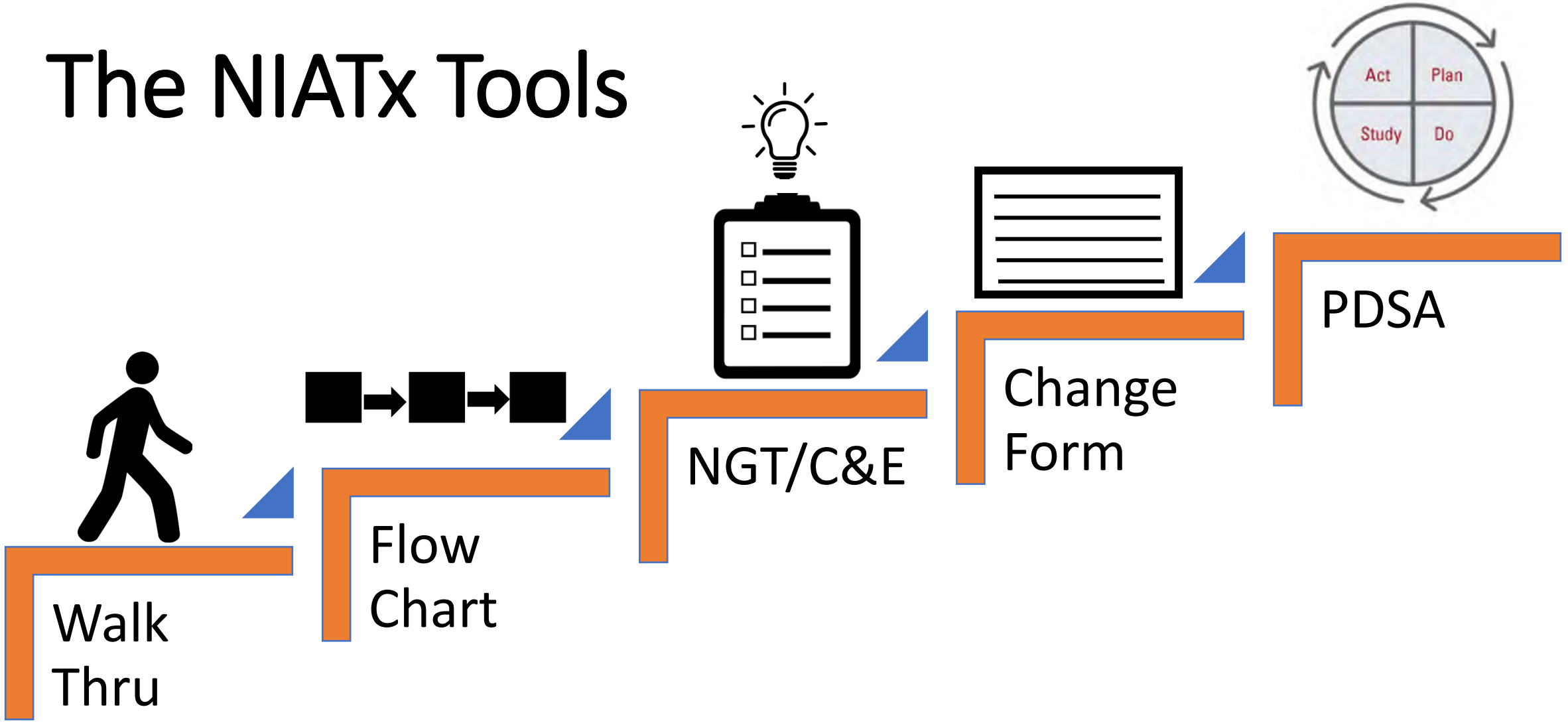
- What issues arose during the Do phase?
- How do the results compare to your prediction?
- What have you learned?

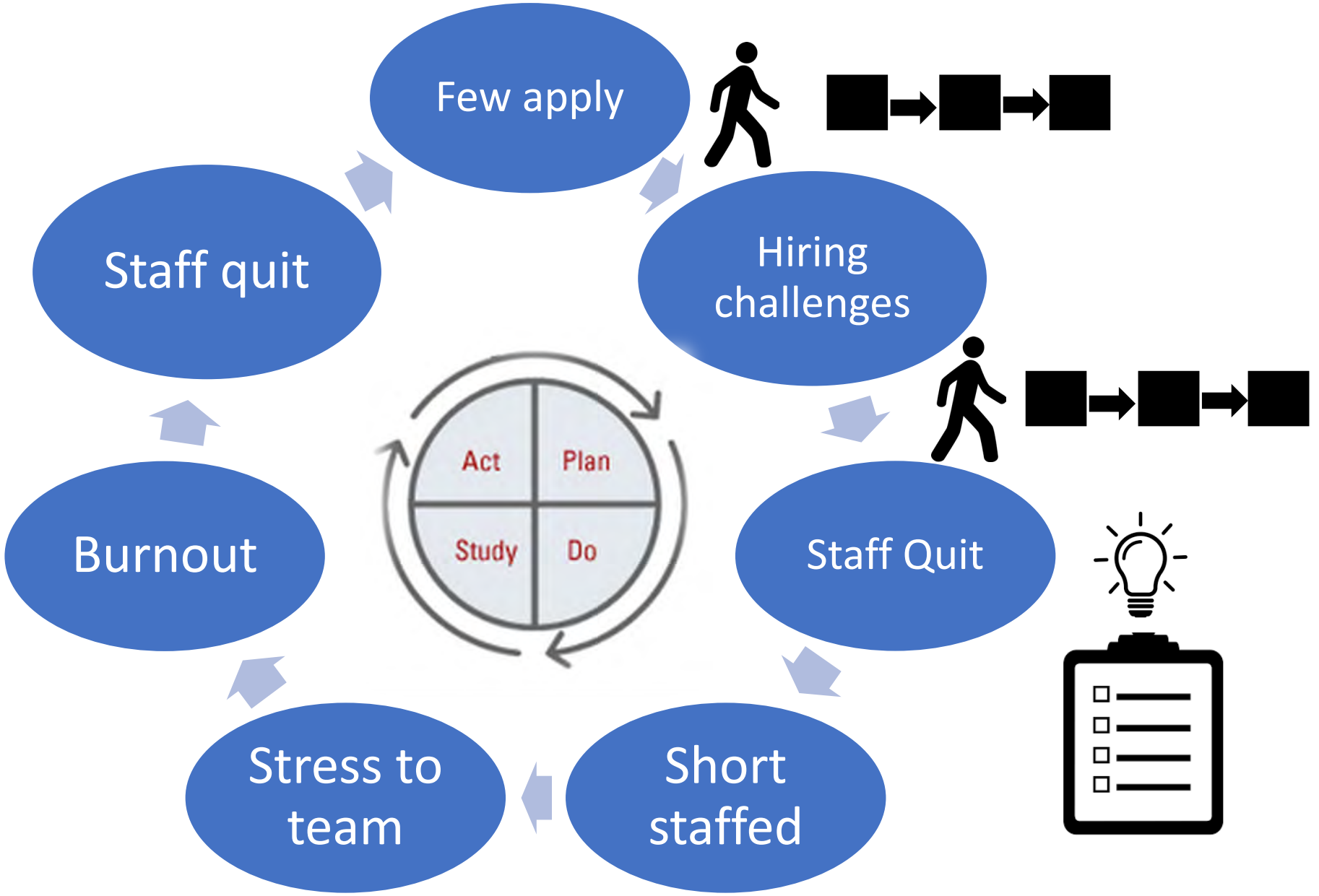


What did you learn from the study?

- Did you experience problems?
- Did you achieve your goal? (in part? in full?)
- If full achievement, are you ready to **adopt**?
- If partial, are you ready to **adapt**? (next cycle ideas?)
- If failed, are you ready to **abandon**? (consider a different test?)

The NIATx Tools

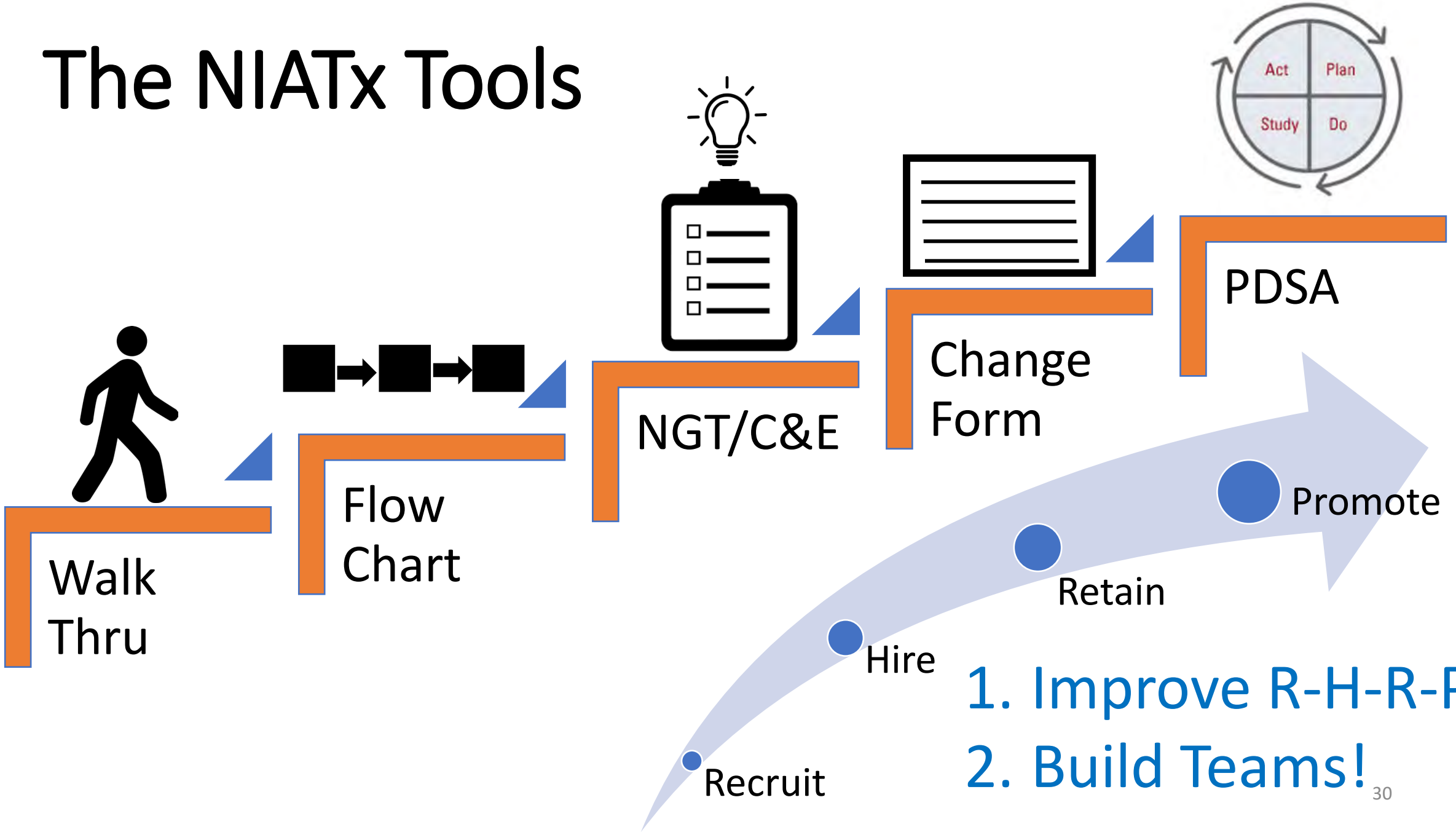



Few apply
Hiring challenges
Staff Quit
Short staffed
Stress to team
Burnout
Staff quit
Act
Plan
Study
Do

The 4 steps of NGT

1. Silent generation of ideas based on a strong question.
2. Round robin report and Record.
3. Discussion for Clarification.
4. Voting.

The NIATx Tools



1. Improve R-H-R-P
2. Build Teams!

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Thank you!

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SURVEYS

Look for our surveys in your inbox!

We greatly appreciate your feedback! Every survey we receive helps us improve and continue offering our programs.

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