

Quality care results from

## Unity Chemical Dependency: Outpatient Treatment

	2007	2008	1st Qtr 2009	2nd Qtr 2009	3rd Qtr 2009	4th Qtr 2009	
<b>VOLUMES</b>							
• # of outpatient Chemical Dependency visits	<b>98,623</b>	<b>105,353</b>	<b>27,089</b>	<b>29,224</b>	<b>29,349</b>		
<b>CLIENT SATISFACTION</b>							<b>GOAL</b>
• % of Unity Chemical Dependency clients who said they are satisfied with the services they received <sup>1</sup>	<b>83.5%</b>	<b>82.6%</b>	<b>82%</b>	<b>87%</b>	<b>87%</b>		<b>100%</b>

Research shows that access to and retention in treatment are the greatest predictors of successful recovery. In 2007, Unity Chemical Dependency began tracking several indicators in an effort to improve treatment outcomes for its clients by:

- Reducing waiting times
- Reducing no shows for appointments
- Increasing admissions to treatment

PERFORMANCE MEASURE	2007	2008	1st Qtr 2009	2nd Qtr 2009	3rd Qtr 2009	4th Qtr 2009	BENCHMARK **
Unity Chemical Dependency strives to provide clients with appointments as soon as the client can come in. In many cases we can provide next business day appointments.							
• Average number of days from initial call for appointment to first visit.	<b>5 days</b>	<b>4 days</b>	<b>5 days</b>	<b>3 days</b>	<b>5 days</b>		<b>3 days</b>
Unity Chemical Dependency's programs are personalized and carefully designed to help keep clients engaged so they consistently show up for appointments and get the most out of their treatment.							
• % of clients who keep treatment appointments	<b>82%</b>	<b>80%</b>	<b>80%</b>	<b>82%</b>	<b>82%</b>		<b>80%</b>
Our highly experienced evaluators are trained in helping clients understand the benefits of treatment and how it can improve their overall health and quality of life.							
• % of clients who begin treatment after initial evaluation.	<b>82%</b>	<b>82%</b>	<b>78%</b>	<b>81%</b>	<b>80%</b>		<b>80%</b>

1. Patient perception of treatment process from CSQ-8 (National Patient Satisfaction Survey Instrument).

\* Unity Chemical Dependency (Weighted Average of Outpatient Clinics)

\*\* Benchmark developed by the Network for the Improvement of Addiction Treatment (NIATx)