

# R95 Service Design Kick-Off Meeting & A&D Discussion Virtual Meeting

January 31, 2024

Substance Abuse Prevention and Control Bureau  
Los Angeles County Department of Public Health

# Agenda

- 3:30 pm**      **Welcome - Dr. Gary Tsai**
- 3:35 pm**      **Service Design Overview [2E-1, 2E-2, 2E-3] - Antonne Moore**  
Focus Area 2: Lowering Barriers to Care  
Service Design Description [2E-1, 2E-2, 2E-3]
- 3:50 pm**      **Customer Service Walk Through - CIBHS**
- 4:30 pm**      **R95 Discharge Policy Draft [2D-2] – Michelle Gibson**  
Focus Area 2: Lowering Barriers to Care
- 4:45 pm**      **Next Steps**
- 5:00 pm**      **Adjourn**

# Focus Area 2: Lowering Barriers to Care

## *Service Design for LBC (2E-1, 2E-2, 2E-3)*

Antonne Moore  
Division Chief, Strategic and Network Development  
Substance Abuse Prevention and Control Bureau  
Los Angeles County Department of Public Health

## Working Definition of Service Design

Service design uses design thinking methodologies, which put people at the center of challenges and opportunities, to help solve the problems.

- Customers are the people seeking services and/or being referred to services.
- Listening to customers and understanding what it's like to “walk-in- their-shoes” is the absolute first step.
- Organizational changes are informed by customers and monitored for adoption.

## What is the R95 Service Design Effort?

A series of activities that support providers in adapting organizational processes to align with efforts to better engage a wide range of individuals who want to access, participate and complete treatment by improving environments, modifying existing processes, or developing new processes to lower barriers to care.

- Integrate services for individuals with different recovery goals whenever possible.
- Support staff understanding that these changes lead a positive patient experience.
- Ensure monitoring and adoption of new changes.

The What	The Why and How	Start-Up
<p>2E-1) Service Design</p>	<p><b>Establish alignment in implementing organizational changes in processes that lower barriers to access services, better engages individuals in services and improves treatment completion.</b></p> <p><b>Deliverable:</b> Complete design expectation template.</p>	<p>One per <b>treatment agency</b>.            Tier 1 - \$1,000            Tier 2 - \$1,500            Tier 3 - \$2,000.  <b>*Invoice required if no attestation submitted</b></p>
<p>2E-2) Customer Walk-Through</p>	<p><b>Obtain an understanding of how individuals accessing or receiving services experience your agency to help generate strategies for lowering the barrier to SUD treatment in each site and facilitate improved access to care for clients.</b></p> <p><b>Deliverable:</b> Conduct the walk-through based on established guidelines and complete the approved summary template.</p>	<p>One per <b>identified agency Site</b>            Tier 1 - \$1,000            Tier 2 - \$1,000            Tier 3- \$1,000  <b>*Invoice required if no attestation submitted or # of sites changed</b></p>
<p>2E-3) Implementation/ Investment Plan</p>	<p><b>Based on customer assessment (preferably customer walk-through), establish progress toward adapting organizational changes that lead to lower barriers to accessing services, better engagement of individuals in services, and improves completion of treatment.</b></p> <p><b>Deliverable:</b> Complete investment/implementation plan using approved template outlining past barriers, actionable steps to lower barriers, timelines, and progress toward completion.</p>	<p>One per <b>treatment agency</b>            Tier 1 - \$5,000            Tier 2 - \$7,500            Tier 3 - \$10,000  <b>*Invoice required if no attestation submitted</b></p>

## Invoice #1: Capacity Building Start-Up Funds Attestation

## Invoice #2: Capacity Building Deliverable-Based Efforts

### Attestation Deliverable

- Providers who missed deadline may still benefit from funding opportunities.
- Submit invoice along with supporting documentation.

### Questions/Issues

- [SAPC-CBI@ph.lacounty.gov](mailto:SAPC-CBI@ph.lacounty.gov)

## Lowering Barriers to Care: Service Design for LBC

- **Deliverable (Templates, Guidance, Resources) & Due Dates:**
  - 2E-2 Customer Walk Through – Due 6/30/24
    - Service Design Kit Item #1: Draft Customer Walk Through Guidance/Template for Comment - **Week of 2/12/24**
    - Provided for use **Week of 2/26/24**
  - 2E-1 Service Design – Due 6/30/24
    - Service Design Kit Item #2: Expectation Template 2E-1 for Comment **Week of 2/26/24**
    - Provided for use **Week of 3/18/24**
  - 2E-3 Improvement/Investment Plan – Due 6/30/24
    - Service Design Kit Item #3: Improvement/Investment Plan template 2E-3 for comment **Week of 2/26/24**
    - Provided for use **Week of 3/18/24**



## Lowering Barrier to Care: Service Design for LBC

- **What You Can Do Now:**

- 2E-1 Service Design – Due 6/30/24

- Identify possible opportunities for Service Design improvements

- 2E-2 Customer Walk Through – Due 6/30/24

- Identify staff at each site who will participate in the customer walk through

- 2E-3 Plan – Due 6/30/24

- Await Service Design Planning/Training TA

## Lowering Barrier to Care: Service Design for LBC

- **R95 Workgroup Meeting Dates & Agenda Topics:**

- Wed, 2/28/24: 3:30 pm - 5:00 pm (REVISED)
  - Review and Discuss Service Design/Components Kit and Investment/Improvement Plan
- Wed, 3/27/24: 3:30 pm - 5:00 pm
  - Operationalizing Service Design based on Customer Walk Throughs
- Wed, 5/15/24: 3:30 am to 5:00 pm
  - Challenges and Opportunities with Implementation of Service Design Priority Activity

# What is a walk-through and why is it recommended?

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# Walkthrough

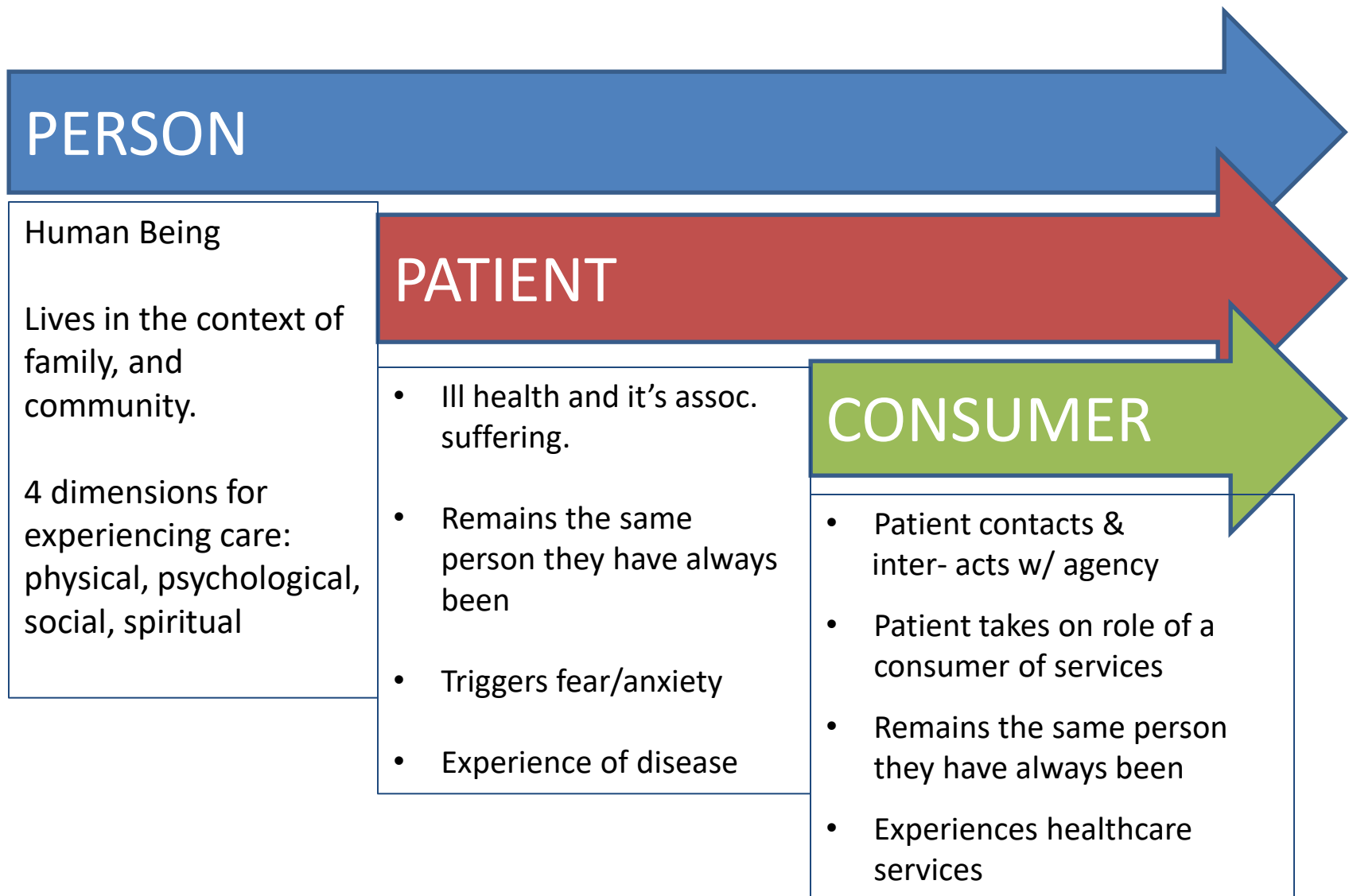
Helps you understand the customer  
and organizational processes.



## Understanding the customer/patient experience in healthcare?

- Customer Experience in healthcare is how a patient perceives their interactions with a provider, it encompasses every step from first contact to discharge and referrals throughout the continuum.

# Who are you serving?



**When the customer experience is done well there are several benefits:**

- Improving access
- Improving retention
- Optimizes the agency workflows
- Improves Staff Satisfaction
- Enhances the agency reputation
- Reduces waste and saves money

# Why do a Walkthrough?

Seeks out and identifies real problems  
Identifies what is working

Provides a new perspective  
Allows you to feel what it's like  
Let's you see the process for what it is

**KEEP ASKING WHY!**

85% of problems are related to “bad” processes

W. Edwards Deming, Father of the quality movement - Born 1900.



## CBI 2E-2

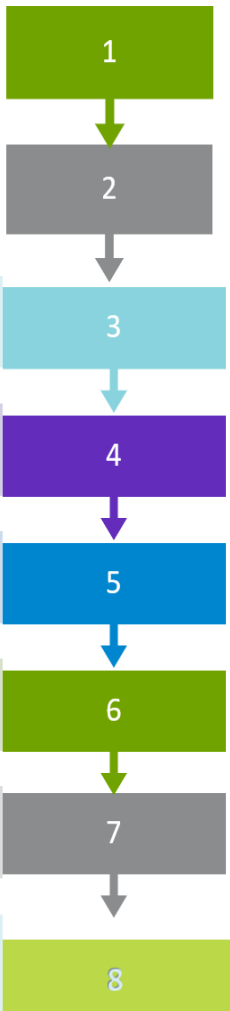
- To satisfy the CBI 2E-2 deliverable requirement you must complete a walk-through, it is recommended that you walk through one of the processes below which will assist in informing your R-95 improvement efforts. This tool is designed to assist you.
- Focus
- Intake, Screening and Admission
- Discharge Process (due to ongoing drug usage or against clinical advice)
- Both

***Let the staff know in advance that you will be doing the walk-through exercise.***

You want to know what the system is capable of.



# Steps for doing a walk-through



Select a Process to Walk-through

Select 2 people to play the role of Client/Patient & Observer/Note Taker

Let the staff know in advance that you are doing a walk-through

Go through the experience just as a typical Client/Patient would.

Try to think and feel as a Client/Patient would

At each step ask the person doing the work to tell you what changes would make it better (no additional resources)

Write down your observations using the instruction sheet provided.

Meet with your CEO/director, review the findings, select one or two key problems as a focus for the process improvement project.

**Questions, observations, insights?**



# Focus Area 2: Lowering Barriers to Care

## *Update Admission & Discharge Policies*

### *(2D-1, 2D-2, 2D-3)*

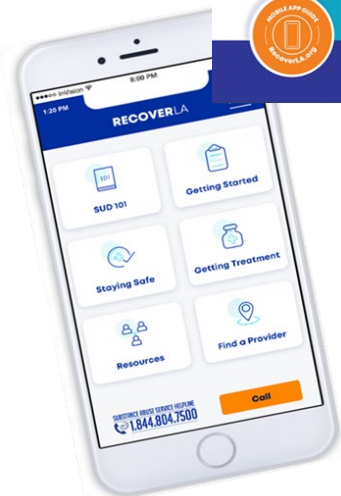
Michelle Gibson  
Deputy Director  
Substance Abuse Prevention and Control Bureau  
Los County Department of Public Health

# Lowering Barrier to Care: Admission & Discharge Policies

- **Deliverable (Templates, Guidance, Resources) & Due Dates:**
  - 2D-1 R95 Admission Policy – Due 2/29/24 (REVISED)
    - Final Admission Policy available for use
  - 2D-2 R95 Discharge Policy – Due 2/29/24 (REVISED)
    - Draft Discharge Policy for Comment (Shared week of 1/15/24)
    - Draft Discharge Policy (Comments due 1/26/24)
    - Final Discharge Policy for Use (Week of 1/29/24)
  - 2D-3 R95 Training Template – Due 3/31/24 (REVISED)
    - Admission/Discharge Training for Comment (Week of 2/14/24)
    - Admission/Discharge Training for Use (Week of 3/11/24)

### RecoverLA:

A Los Angeles County Guide to  
Substance Use Disorder Prevention  
and Treatment Resources



# Discussion

Visit [RecoverLA.org](https://RecoverLA.org) on your smart phone or tablet to learn more about SUD services and resources, including a mobile-friendly version of the provider directory and an easy way to connect to our Substance Abuse Service Helpline at 1-844-804-7500!