

Sample Policy for Outpatient Programs

Patient Motivation and Recognition Initiative Program

Introduction: _____ Chemical Dependency Program provides substance abuse and case management services to an average of _____ people monthly, with _____ admissions annually.

Purpose of Motivational Incentive Program: To encourage engagement in and the completion of various activities/phases associated with positive treatment outcomes promoting social rehabilitation, emphasizing a drug-free life style, self-sufficiency and vocational milestones.

Background: Clinical trials have clearly shown the efficacy of contingency management interventions in the work with substance abusers, in regard to retaining patients in treatment and fostering abstinence to alcohol and drugs. Recognition of patient achievements also provides a valuable mechanism for acknowledging success and the attainment of goals, fostering positive self-image, providing ongoing, consistent staff and peer support, and motivating others by offering peers models to emulate.

Policy: To promote social rehabilitation and work readiness goals, recognition and positive reinforcement of patients' progress will be provided by the multidisciplinary team through various methods: certificates of achievement, metro cards and gift certificates, movie tickets, and phone cards. Protocols for earning incentives will be explained to patients upon admission, and will be posted in our waiting room as well as, the patient community room. Most incentives will be given to patients when the achievement of the behavior is validated; all achievements will be recognized in a formal awards ceremony which is attended by all staff and patients and their families and are held semi-annually. In addition, attendance to sessions (individual and group counseling and acupuncture) will be rewarded using the fishbowl methodology.

Description of Program

The primary objectives of utilizing a motivational incentive program are to increase:

- retention rates
- the number of people attending group counseling
- the number of patients who enroll in skills training or an educational program
- the number of patients who achieve employment and retain it for two months
- the number of patients who attain drug-free status

Source: New York City Health and Hospitals Corporation. Used with Permission.

Targeted Behaviors, Methodology and Rewards

Attendance

- For the first two weeks after admission, patients are rewarded for showing up and for attending one group. The reward is given at the end of the day.
- For the third week following admission, patients are rewarded for attending 5 consecutive days and 2 groups each day. Rewards will be given at the end of that week.

Groups

- After each group that a patient attends, the patient is awarded a point. When patients accumulate 5 points, they are eligible to draw from the fishbowl at the end of the week.
- Counselors will record patients' attendance to groups on a master list.
- Each _____ at _____, the name of each patient who earned at least 5 points will be called to draw from the fishbowl.
- In the "fishbowl" there will be 100 pieces of paper and 75% of them will have sayings written on them such as "good job, keep up the good work, it's great you're coming to the program, etc." 17% will say "pick from the blue section" which will be prizes worth \$1.00. 5% will say "pick from the red section" which will be prizes worth \$3.00 and 3% of the papers will say "pick from the yellow section" which will be prizes worth \$10.00.
- Benchmarks will provide larger monetary rewards such as \$25.00 gift certificates.

Vocational Benchmarks: School, job training, attaining work, keeping the job and attending job retention groups will all be rewarded with a round-trip metro card or a gift certificate of a specified amount (see below for details).

Source: New York City Health and Hospitals Corporation. Used with Permission.

Targeted Behaviors, Incentives and Cost

Attendance to program and to one group (first two weeks after admission)		100 patients x \$1.00 x 10 times	1,000
Attendance to Program 5 consecutive days And 2 groups each day (1 week following above or 3rd week after admission—given at end of week)		80 patients x \$15.00	1,200
Begin skills training or education program		10 patients x \$4.00	40
Complete skills training or education program		10 patients x \$10.00	100
Complete 2 weeks employment		8 patients x \$15.00	120
Complete 4 weeks employment		8 patients x \$15.00	120
Complete 2 months employment		8 patients x \$20.00	160
Attend Job Retention group		8 patients x \$2.00 x 4 times	640
Group Attendance		40 patients attending at least 5 sessions using "fishbowl" method	1,240
Cost of achievement certificates and small "token" prizes such as candy to be distributed to patients who attend groups			380
		Total	5,000

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Patient Recognition Activities

- At the weekly community meeting prizes are given out and achievements of patients are celebrated. Counselors will have on hand a selection of gift certificates (various dollar amounts and to various merchants) and prizes and patients will be able to choose the small, medium, or medium large that they earned.
- Patient initials, and counselor's name will be featured on the "Achievement Board" located in a conspicuous spot in the clinic with educational and vocational achievements significantly displayed.
- Patients' achievements will be formally acknowledged at a semi-annual "Achievement Day" celebration to be held on site, during which patients and staff will come together to honor patients who have met their treatment objectives. Patients' family members and significant others will be invited to attend such ceremonies.

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Program Operations

- Attendance at groups, emphasizing attendance during the first month, and achievement of vocational benchmarks are integral to patients' treatment plans and the completion of such goals and objectives will be noted on the treatment plan.
- The Program of Recognition will be instituted and coordinated by _____, Program Director and a core planning committee consisting of supervisory staff.
- The program will be implemented 30 days after it is approved and funds become available

Patient/Staff Education and On-going Publicity

- Upon admission the patient will be given information about the program in orientation. Primary counselors will further explain how it works.
- Every _____ at _____ A.M./P.M., patients will have a chance to ask questions about the program. Primary counselors will encourage patients to attend.
- The program that outlines specific behaviors and rewards will be posted clearly in the clinic.
- All staff will monitor the patients to ensure that they are aware of the on-going program. A large exhibit of the contingency plan will be posted in a location visible to all. The program will be discussed during orientation and within individual counseling groups. The program will be integrated with treatment planning, phased treatment, program policies, and outcome objectives.
- Staff have been distributed articles about the research and practice of motivational incentives;

organized discussions about these articles are scheduled.

- Central Office will conduct presentations/trainings on the value, use and implementation of the Motivation and Patient Recognition Initiative in the recent past and will continue to assist the program in the venture. The core planning committee will meet monthly to discuss the operation of the program and explore whether to change a targeted behavior or some methods in reinforcing them. Any changes in the program will be passed on in writing to the patients. In addition, any changes to the program will be shared with Central Office.

Process for Monitoring and Accountability

- _____ is responsible for the overall operations of the program. She is responsible for the on-going supervision of the clinical and administrative aspects of the program.

- Clinic Administrator, will coordinate and oversee the safekeeping and disbursement of incentives. Purchase orders will be kept to show that the identified money is spent for the contingency management program and patients are expected to sign off on a list that shows the gift certificate, reason and counselor signature.

- The Clinic administrator and the Vocational Rehabilitation Counselor will facilitate the holding of patient Achievement Day celebrations.

- Staff will ensure that the patients are constantly aware of why they were able to draw from the fishbowl. Supervisory practices will incorporate the rewarding of targeted behaviors to continually ensure that individual counselor practices as well as the practices of the program as a whole maintain fairness and integrity to the tenets of contingency management.

- The program welcomes staff from Central Office to conduct periodic on-site reviews.

- The program agrees to maintain, aggregate and submit data regarding all the various target behaviors related to the goals of the contingency management program to show that the program is effective or that it needs changing.

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Statement of Assurance

Before funds are set aside for Patient Motivation and Recognition Initiative a statement of assurance pledging agency's support must be signed by the Senior Vice president and Chief Financial Officer and accompany this plan.

The statement of assurance states: The agency understands and agrees that all funds allocated for Patient Motivation and Recognition Initiative will be readily accessible to the Chemical Dependency Program and expended in accordance with the details and time frames of the proposal submitted.

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