



**Office of Alcoholism and  
Substance Abuse Services**

# **Standards-Driven Person-Centered Care**

**October 5, 2018**

*Patricia Lincourt, LCSW, Director PICM*



## Integrating standards into program quality improvement.

- The difference between an essay and a true/false test.
- How are standards reflected in policies and then carried out in practice?
- How would you evaluate?
  
- **Example – policy states that program has open access appointments for same day access. (NIATx) Review finds that patients may come in on same day basis, complete admission forms and insurance verification and then are given an appointment to see a counselor three to four days later.**

## Other examples:

- Treatment plans are person centered – how would you test this in your program?
- Program offers medication for opioid and alcohol use disorders? Program offers Injectable Naltrexone only – is this meeting the standard?
- Program offers a welcoming environment – what would you expect to see as a patient (100 walk-throughs)
- Family is engaged in treatment process – program has a group for families, but it is not currently meeting as family therapist is out on leave – what do you think? What does comprehensive family treatment look like?



[https://www.oasas.ny.gov/ManCare/documents/ClinicalStandards\\_FINAL.pdf](https://www.oasas.ny.gov/ManCare/documents/ClinicalStandards_FINAL.pdf)