2002 Ernest Amory Codman Award Recipient

Organization Award: Behavioral Health Care

Sinnissippi Center
Dixon, Illinois

For its initiative: "MISA Service Enhancement to Improve MISA Consumers' Quality of Life"

Typically, mentally ill and substance abusing (MISA) patients are shuffled between separate programs without receiving coordinated treatment for these often co-occurring conditions. Sinnissippi Centers' performance improvement team identified and eliminated barriers to providing care continuity across these treatment areas by using a Plan-Do-Check-Act methodology. The team developed clear case management responsibilities across the two disciplines and created specific protocols to ensure patient access to integrated services. As a result of these efforts, the patient dropout rate from the MISA program was reduced by more than 59 percent, and the average level of patient functioning increased 2.61 points on a Likert scale of 10 indicates agreement/disagreement; like/dislike). In addition, process measures showed a significantly lowered use of emergency services, fewer emergency psychiatric hospitalizations, and increased sobriety.