

Abstract

A client's success or relapse has traditionally been a standard way of measuring the quality of drug and alcohol addiction rehabilitation programs. Huge amounts of time, money, and energy are poured into these programs with continued high levels of relapse after treatment. Clients who relapse typically suffer job loss, poor and irreversible health related issues, scarred relationships with family and friends, and higher medical costs. The current standard of care stops at the completion of treatment even though the first 30 days following treatment has been identified as a crucial period when relapse often occurs. The aim of this quality improvement project was to develop, implement, and assess the effectiveness of a direct client support program for those who have completed drug and alcohol treatment and were making a transition home. The design for this project was the Six Stigma methodology for process improvement. The overall goal was to improve the outcomes of clients during the transition home through the use of direct client engagement and support via phone calls, visits, and the *7 Essential Elements of Recovery Checklist*. All clients who had just completed a rehabilitation program at the participating facility were invited to participate in this 30-day project if they had access to a phone and were able to set up at least one additional weekly visit via face-to-face or skyping. Of the 20 participants that were enrolled in the 30-day program, 12 successfully completed the program (60%), one relapsed and withdrew from the program (5%), and seven did not even start the program (35%). This project successfully showed that those who participated in the direct client engagement support program did well with the extra support offered. Participants reported that the *7 Essential Elements of Recovery Checklist* was a visual guide that helped them to stay on track with their daily goals and kept them focused and motivated each day.