



## WHO WE ARE:

The Great Lakes MHTTC provides high-value training and technical assistance targeted to local needs in HHS Region 5. We are housed at the Center for Health Enhancement Systems Studies at the University of Wisconsin-Madison.

The goals of the Great Lakes MHTTC are to:

- Accelerate the adoption and implementation of evidence-based practices.
- Heighten the awareness, knowledge, and skills of the workforce.
- Develop strategies for delivering culturally informed care with diverse practitioners, researchers, policy makers, family members and consumers of mental health services.
- Increase access to publicly available, free of charge, training and technical assistance to the mental health field.

## AREA OF FOCUS: PROCESS IMPROVEMENT

Process improvement can be defined as “changing the way that work is performed so it is more efficient and effective.” Initially geared toward manufacturing, process improvement is now widely recognized as a powerful tool for making positive change in any setting. Behavioral health organizations use process improvement to:

- Identify and address problems in their work processes
- Speed up and sustain the adoption of evidence-based practices
- Reduce barriers to access to and retention in treatment

The Great Lakes MHTTC specializes in the [NIATx model](#) of process improvement: a set of tools for addressing problematic processes in the work system. The NIATx model was designed specifically for the behavioral health field. It began in 2003 as a demonstration project supported by the Robert Wood Johnson Foundation and the Substance Abuse and Mental Health Services Administration. Originally, "NIATx" was the acronym for The Network for the Improvement of Addiction Treatment. Today, it is known simply as NIATx to reflect its expansion into mental health, criminal justice, child welfare, education, and other settings. For more information, visit the Great Lakes MHTTC page, [Process Improvement for Behavioral Health](#).

## WHAT WE'VE DONE:

The Great Lakes MHTTC has offered the NIATx Change Leader Academy in a virtual format to accommodate a wider audience and diverse settings. The following are a few examples of how we have adapted the NIATx process improvement model to meet a variety of needs.

### [Cultural Competency-NIATx Virtual Change Leader Academy](#)

The Cultural Competency-NIATx Change Leader Academy (CC-CLA) trains teams to use the NIATx model to make organizational changes that focus on cultural competency. Attendees learn how to select a culturally focused change project, set a project aim, engage senior leaders and staff in the change process, and achieve measurable, sustainable improvements.

### [NIATx Virtual Change Leader Academy](#)

The NIATx Virtual Change Leader Academy is the web-based version of the popular NIATx Change Leader Academy (CLA). The CLA has given thousands of behavioral health organizations the tools to make real changes that improve their systems of care. This interactive, expert-led program includes four weekly 90-minute learning sessions. An optional follow-up series consists of four monthly individual and group coaching sessions.

### [Building Capacity for Effective School-based Suicide Prevention Learning Collaborative](#)

The School-Based Suicide Prevention Learning Collaborative (LC) helps school districts apply process improvement principles to their current suicide prevention policies with the goal of enhancing their comprehensive suicide plan districtwide. The LC includes 12 weekly collaborative learning sessions focused on the key components of an effective school-based suicide prevention plan, followed by a NIATx Virtual CLA.

## WHAT WE'VE DONE (CONTINUED)

### [Building Well-being; A Leadership Learning Collaborative](#)

Leaders today face the difficult task of leading their “business” while continuing to care for their staffs’ emotional well-being. This learning collaborative applies the NIATx model with other organizational tools to help leaders cultivate well-being practices within their organizations.

Building Well-being is an experiential multi-session learning collaborative that focuses on building well-being within organizations through six unique sessions. Each session identifies areas of growth and offers suggestions on how to implement well-being strategies.

### OUTCOMES

- The Great Lakes MHTTC has offered 16 NIATx events serving 241 participants across our region.
- NIATx as an Evidence-based Practice: The NIATx model was originally piloted in 2003. Today more than 70 peer-reviewed publications support the effectiveness of the NIATx model.
- The NIATx model can be adapted for any population or need to help create process improvement and implement evidence-based practice.

### COMING SOON:

### [Recruit-Hire-Retain-Promote Tools for Building a Culture of Engagement](#)

Co-sponsored by The Great Lakes MHTTC, ATTC, and PTTC

PERCENTAGE  
THE AREA OF  
FOCUS RANKS  
IN NEEDS  
ASSESSMENT



16 NIATX EVENTS  
OFFERED BY  
THE GREAT  
LAKES MHTTC.  
ADDITIONAL  
EVENTS ARE  
OFFERED UNDER  
ATTIC AND PTTC.



### VOICES FROM THE FIELD

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**“The results surpassed my expectations. We were able to show the county board that using the NIATx approach was so effective that they gave us funding for another full-time crisis staff person who will provide outreach in tandem with law enforcement in our community.”**

**“Direct service behavioral health providers don’t get a lot of training on the value of data to their work, NIATx offers an approachable way for a behavioral healthcare provider to make decisions based on data versus perception.”**

**“We’ve got lots of ideas about future change projects, once you go through a NIATx project, you realize that everything can become a change project. It’s not unusual to overhear staff saying, “We should NIATx that!””**

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### QUESTIONS?

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