

LIBERTY MUTUAL GROUP CUSTOMER SERVICE AWARD

"The marvelous success of Project ASSERT is due to the ability of the health promotion advocates to create important links between the community and the hospital. Because of Project ASSERT, Boston City Hospital is able to provide responsive health and social services to residents living in the neighborhoods it serves."

Helen Sayles
Senior Vice President,
Human Resources



Winner

Project ASSERT
Department of Health and Hospitals

Learning

Project ASSERT's health promotion advocates participated in formal training and team development programs, including a series of workshops on conducting Brief Negotiated Interviews; Boston University's School of Public Health HIV/AIDS/ Substance Abuse Certificate Program; workshops on efficacy and cultural competence; formal training at AdCare on leading support groups for persons with substance abuse problems; weekly staff meetings; and monthly Continuous Quality Improvement team meetings.

Results

- Using the Boston Office of Treatment Improvement's database, Dr. Edward Bernstein, director of Project ASSERT, found that of the 882 patients referred to inpatient treatment during an 18-month period, 342 patients completed the referral. One hundred and seventy-five patients were interviewed 60 to 90 days after Emergency Department visits. Of these patients, the number of nondrinkers doubled at follow-up (36 percent to 65 percent) and binge drinking was reduced by one-third (45 percent to 15 percent). For patients addicted to drugs, Dr. Bernstein found the following:
 - 93% were less likely to use heroin
 - 89% were less likely to use IV drugs
 - 87% were less likely to use crack cocaine
 - 84% were less likely to use marijuana
 - 49% were less likely to have medical problems
 - 80% were less likely to experience withdrawal
 - 60% were less likely to engage in illegal activity
 - 74% were less likely to neglect their family

