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## Introduction

The Intensive Outpatient Program specific to Women, is a mental health and substance abuse related program, that has been in operation in the Public Hospital "El Pino" since 2014. Due to the complexity of the profile of users served, the team set out to investigate strategies to increase levels of adherence and effectiveness in carrying out treatments, and then implement them during the following year (2018).

The aforementioned program serves the population of El Bosque and San Bernardo, territory characterized by socio-demographic conditions of poverty, overcrowding and high levels of vulnerability.

In addition, it is necessary to recognize that a problem of addiction in a woman challenges cultural and social stereotypes associated with the traditional female role, accentuating in many cases the stigma and punitive approach of treatment.

## Methodology

This study deploys a critical approach and develops a mixed-methods analysis that is predominantly qualitative.

Regarding information sources, data from SISTRAT as well as clinical registries are reviewed through SIDRA. Moreover, a questionnaire of user satisfaction is built, that enquires about the attention provided by the team as well as the Hospital's other services. This questionnaire is administered to women with at least 9 months enrolled in a treatment process and had agreed to participate. Semi-structured interviews are undertaken by each professional in the treatment team (Psychologist, Occupational Therapist, Social Worker, Rehabilitation Technician, Psychiatrist).

## Results

### 1. Identify the interventions.

- Individual and domiciliary interventions.
- Family group, community intervention, early stimulation.
- Work in network/Education use of attention network.
- Education in sexual and reproductive rights.
- Family intervention.
- Assistance during pregnancy and postpartum period. Promotion of breastfeeding.
- Strengthening of personal capacities.
- Education against guarantees and state aid.
- **Identify and strengthening the promoters of change.**

### 2. Evaluate and review the level of satisfaction of each user regarding the benefits and treatment received.

Regarding the professionals attentions: 90% qualify with a maximum score (5), 10% qualify with 4. "They have a good disposition, they leave me with energy, they are caring, I feel confident". Home, individual and group interventions are rated with the maximum score by 100% of users. Communication, disposition, dignified treatment and clarity in information by the PAI team: Maximum score given by 100% of users.

### 3. Estrategies implemented during 2017-2018.

- The number of weekly clinical meetings is increased by 1, to promote greater organization in scheduling hours.
- Increased hours of attention of each professional.
- Construction of offices in which the program is developed.
- Setting up flexible teams responsible for the follow-up of each user's Intervention Plan.
- Implementation of the Early Stimulation Workshop.

## Conclusions

We have been able to show that this type of treatment is not directed only to the index user, but also to the rest of the family, mainly considering babies, boys and girls that women have in their care.