

October 16, 2019

Dear SUD treatment provider:

On behalf of the Louisiana Department of Health (LDH), Office of Behavioral Health (OBH), I encourage your participation in the Shatterproof pilot. The goal of this project is to assess the delivery of care at addiction treatment facilities according to evidence-based best practices and make this information available to the public, the treatment community, referral sources, policymakers and payers. This pilot program will increase transparency of addiction treatment settings and help drive ongoing quality improvement.

Shatterproof is asking providers to complete a survey of program services available at its facilities and to offer the patient experience survey to individuals in treatment. The information collected from these surveys will inform ATLAS, Shatterproof's online quality measurement platform for addiction treatment facilities launching publicly in mid-2020.

Providers may complete the treatment program survey online through December 22, 2019. Shatterproof will email providers a link to complete the online treatment program survey and also give detailed information about the process for individuals in treatment to complete the patient experience survey. Individuals in treatment will have the opportunity to provide data to the project via the patient experience survey on an online crowdsourced platform through mid-February 2020.

Provider participation is optional, but we need your help to ensure a successful pilot. I encourage you and those under your care to complete these surveys. With the invaluable knowledge we will gain through your cooperation, you are helping us to shape a high-quality addiction treatment program community for Louisiana.

Thank you to the managed care organizations for sending this fax to our Medicaid providers on behalf of OBH. Your assistance is appreciated.

Sincerely,

Karen Stubbs, J.D.  
Assistant Secretary

You can find more information on this project by visiting [www.Shatterproof.org](http://www.Shatterproof.org). For all other questions or suggestions, please contact Shatterproof at [ATLAS@shatterproof.org](mailto:ATLAS@shatterproof.org).