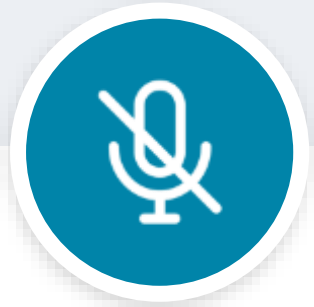


# Welcome!



## Mute

### Minimize Interruptions

Please make sure to mute yourself when you aren't speaking.



## Chat

### Go Ahead, Speak Up!

Use the Zoom chat to ask questions and participate in activities.



## Naming

### Add Your Organization

Represent your team and add your organization's name to your name.



## Tech Issues

### Here to Help

Chat Host privately if are having issues and need tech assistance.

While we wait, please rename yourself.



THE MOST DANGEROUS PATHOGEN IS  
STIGMA

# Addiction Treatment Starts Here SUD Counselor Forum Session #6

## “Systems of Care and Clinician Engagement”

February 2, 2022 | 11am–12pm (PT)



+



**Its not fun walking  
on Egg Shells?**



## Scenarios:

- Provider is telling patient that this medication (Buprenorphine/Suboxone) is really dangerous and all the other doctors at your agency don't know what they are doing, but Dr says I'll help you get off the heroin and quickly taper off this dangerous medications.
- Patient Susie is telling provider that she have been on suboxone before, and 16 mg is what worked for her in the past with no issues. Dr says no I'm start you off on 4 mg and Dr never adjust medications. Pt complains to you that Dr is not listening and telling pt that she is drug seeking by asking for a higher dose. Pt reports she is doing her best on 4 mg but his having intense cravings. Dr is documenting in EMR different then what pt is reporting what happen in visit. You hear similar reports from multiple patients that are pretty honest with the MAT team.
- Patient just got out of jail and shows up at clinic on Friday at 4:30 and says he wants suboxone so he doesn't go out and use, clinic closes at 5 pm, Provider says I won't see him, tell him to come next week on Monday to see you to do labs and an intake and that they can see patient on Wednesday.
- Patient is drinking a lot and using illicit benzos but provider keeps giving pt 32 mg of suboxone a day (4 strips) and does not give any other support, or notify you to provide the pt with support or counseling. You find out about pt visit with provider after it already took place that day.

# Responses from challenging Providers:

- This is my License.
- I'm the expert not you.
- How long does it take to become a SUD counselor 6 months?
- I don't know if that's legal.
- I don't feel comfortable doing that.
- You're not my boss.
- I went to school for 8 years.
- All these patients are high risk, so I need to see every patient individually for 20 or 40 minutes.
- Why am I even giving this medication there not ready, there still using.
- If they keep using, I'm not going to give them an Rx.

What's the commitment behind the complaint or challenge



**When we avoid  
difficult conversations,  
we trade short-term  
discomfort for long-term  
dysfunction.**

Peter Bromberg





**Strategies for dealing with challenging Prescribers,  
Providers, Clinicians, Doctors, etc.  
Transforming the Conversation**

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# TUFF Conversations Require Preparation

- **Compassion**
- **Understanding**
- **Intent**
- **Purpose**
- **Open mind**
- **Time, Place, and Tone**
- **Fearlessness**
- **A Goal**
- **Empathy**
- **Education**





- **Make it a point to Praise your Team collectively and individually.**

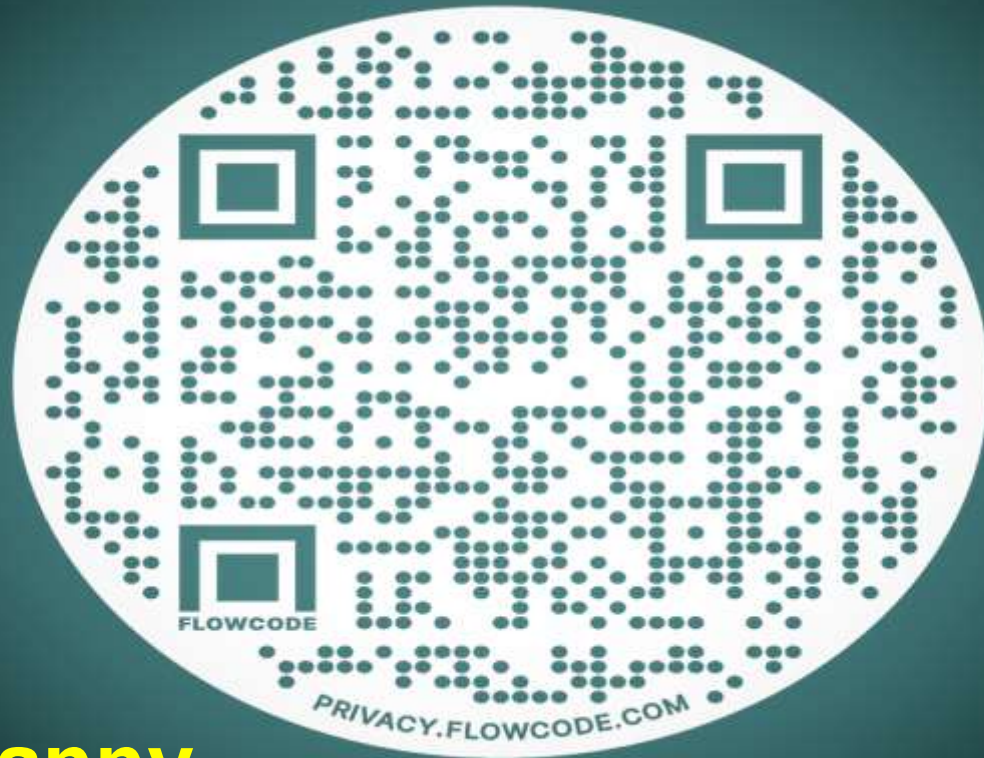
**Equity**

**What is one  
thing you are  
taking away  
from today's  
forum?**

---



**To Connect with Danny or Dominique  
Scan the QR code Below**



**Danny**

**[dominique@marincityclinic.org](mailto:dominique@marincityclinic.org)**

# I Poll

1. On a scale of 1-5, please select the number that best represents your experience with today's session.



- 5 - Excellent
- 4 - Very Good
- 3 - Good
- 2 - Fair
- 1 - Poor

2. Please select the number that best represents your response to the statement:  
Today's session was a valuable use of my time.



- 5 - Strongly Agree
- 4 - Agree
- 3 - Neutral
- 2 - Disagree
- 1 - Strongly Disagree

3. I can apply learnings from today's webinar to my MAT work.



- 5 - Strongly Agree
- 4 - Agree
- 3 - Neutral
- 2 - Disagree
- 1 - Strongly Disagree



# Thank you!!

## Thank you for participating in our SUD Counselors Peer Forum Series!

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For all session slides and recordings, go here:

<https://www.careinnovations.org/events/atsh-peer-forums-registration/#sudcounselornavigator>

Any questions? Email [juancarlos@careinnovations.org](mailto:juancarlos@careinnovations.org)



THE

END

