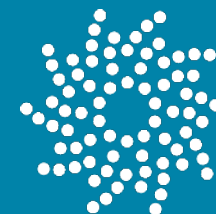


Colorado Health Innovation Community (CHIC)

Monthly Webinar

October 1, 2019



CCI
CENTER FOR CARE
INNOVATIONS

Welcome!

- All participants will NOT be muted upon entry.
- To mute/unmute yourself to ask a question or comment:
 - Via computer: Click the **microphone icon** in your Zoom menu
 - On the phone: Press ***6**
- You may also chat in questions via the **chat box** in Zoom.
- Please Note: This webinar will be **recorded**.

While You're Waiting:
Please share your *name* and
organization, and any *team*
members who are with you,
in the **chat box**.

By the end of this webinar, you will have...

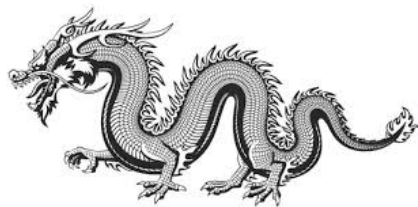
- **Reviewed** the final agenda for October 23's CHIC Ecosystem Event and heard final updates about upcoming Catalyst webinar and workshop.
- **Learned about** the CCI Academy, human-centered design materials and resources you can find there, and how to sign up.
- **Learned about** how *Melissa Memorial* has reduced the number of opioids used and prescribed by changing their culture to one with stricter pain agreements, drug screening, and implementation of telemedicine for pain management and opioid reduction.
- **Discussed** how lessons learned might translate to your organization's work and goals.

Who is on the call?





Colorado Health Innovation Community (CHIC)

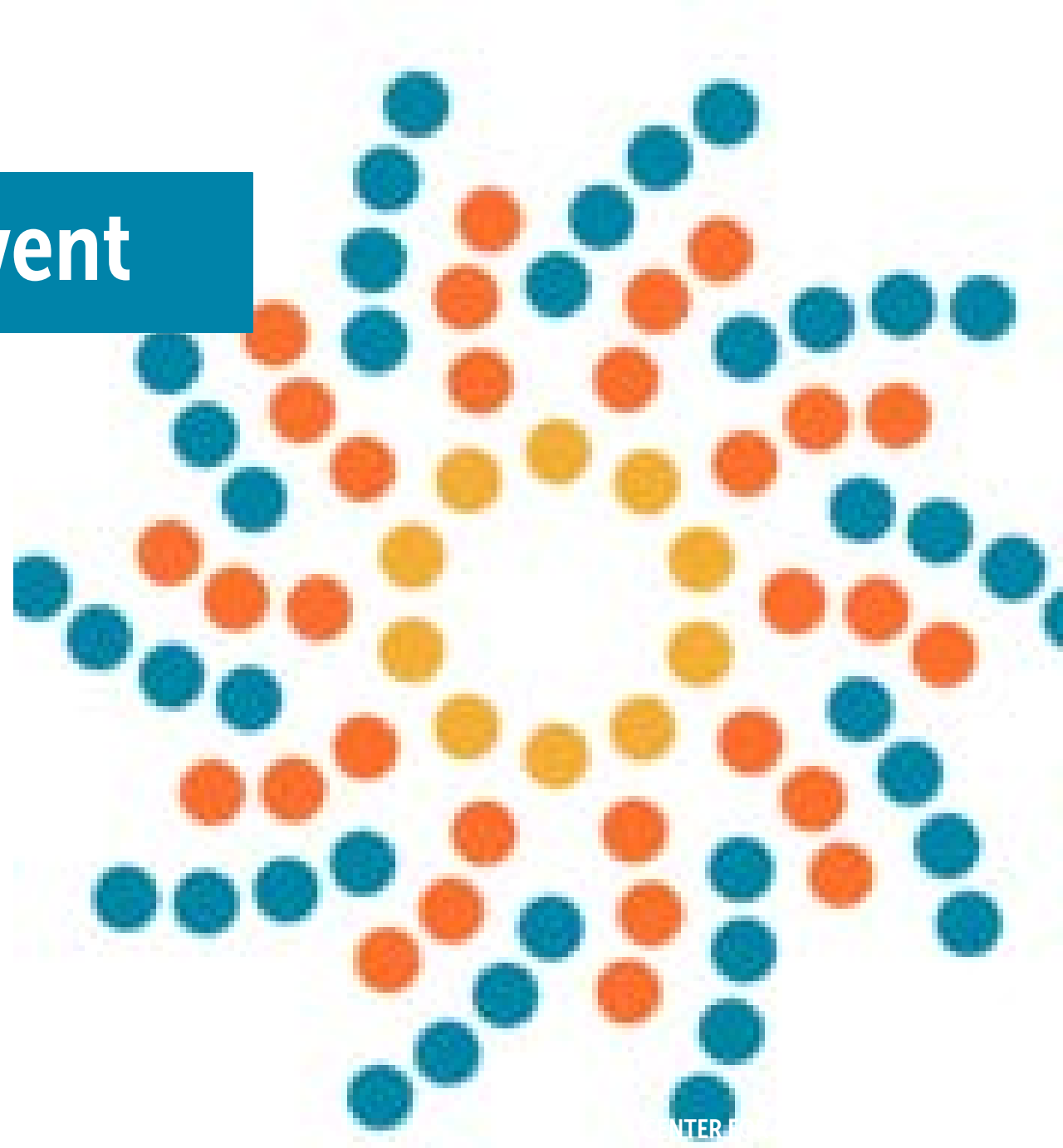


STRIDE
COMMUNITY HEALTH CENTER



10/23 CHIC Ecosystem Event

- Catalyst HTI,
3513 BRIGHTON BLVD |
DENVER, CO
- Registration starts @ 11:30am
- Meeting Time: 12-4



CCI Academy

- Overview
- How to sign up

Short Courses

Peer Workshops

Community Calls

Hey Juliane, welcome back!

Community Call on Friday,
Sept. 27th at noon pacific

Submit a question

Next Peer Workshop will be the week of Oct
Day and time TBD. Stay tuned

My Learning

Building Empathy Lessons

Learn how to build empathy for people who are different from you. This is a key skill for anyone who wants to be a good leader or team member.

Building Empathy Community

Learn how to build a community of people who are different from you. This is a key skill for anyone who wants to be a good leader or team member.

SHORT COURSES

es for every aspect of
ntered design skills

To Courses



PEER WORKSHOPS

Video calls with experienced peers
sharing what they've done.

Go to Peer Workshops



COMMUNITY CALLS

Monthly calls re
and summar

Go To Coa



October Catalyst Workshop

- October 3: Virtual Program Orientation Webinar
- October 24-25: Workshop #1
– Kaiser Permanente,
10240 Park Meadows Dr.,
Lone Tree, CO 8012

CHIC Spotlight



Trampas Hutches, CEO

CHIC Spotlight

Needs Identified from June Co-Design Meeting

1. Supporting patients beyond the walls of the clinic (virtual care)
2. Social Determinants of Health data as relates to understanding risk & needs of patients
3. Pre-visit preparation for improved visits
4. Efficiency of patient interaction



Trampas Hutches, CEO

CHIC Spotlight

- As you are listening, we invite you to...
 - Think about how this is relevant to your org's work and goals
 - Type in your questions in the chat box

Changing the Culture on Opioids in a Rural Setting

Trampas Hutches, MHA, BSRT
(R)(CT)(MR)
Melissa Memorial Hospital



Organization profile

- Melissa Memorial Hospital (MMH) is a special district 15-bed hospital with a rural health clinic, dental clinic, eye clinic, retail pharmacy, surgical program including joint replacements, ER, imaging lab, EMS etc.
- MMH serves approximately 5,000 people located 175 miles Northeast of Denver 35 miles to the south and 15 miles to the West of the Nebraska border.

Spring of 2018


- **The number of patients on dangerous levels of opioids at Melissa Memorial Hospital (MMH) and The Family Practice of Holyoke (FPH) was astounding.**
 - 4% of patients served at MMH were on over 90 of morphine milligram equivalents (MME).
 - These patients were mostly in the primary care settings but were also consistently seen in the ER for problems consistent with chronic pain and opioid use.
 - Consistent pain agreements were not followed, nor were drug screening being performed to ensure compliance with these patients.
- **Understanding the severity of the problem, an initiative was undertaken.**
 - Goal #1: reduce the number of opioids used and prescribed while introducing alternatives to opioids in both the primary care and hospital settings.
 - Goal #2: A cultural change for use of strict pain agreements, drug screening and acceptance of telemedicine for pain management and opioid reduction was sought.

Plan of Attack

- **A new pain management program was started at MMH led by Dr. Kajsa Harris**
 - Dr. Harris specializes in family practice, emergency medicine, acupuncture, trigger point injections, manipulations, nutrition therapy, and suboxone
 - New pain agreements and processes were created and mandatory drug screening along with send-outs for confirmation were implemented
 - Training for primary care providers in acupuncture and other alternatives to opioids was done
 - Telemedicine processes were established for visits when Dr. Harris was not on site
 - CHA ALTO program was implemented in the ER
 - PR/marketing campaign was done to educate the community about the changes

Results

- Efforts were validated on day one; 100% of all patients failed drug screenings
- 72% of patients in the program have been tapered off completely, 100% of all patients are now below the 90 MME
- Use of alternatives, trigger points, acupuncture, behavioral health, different medications, chiro etc.
- Patient satisfaction rates high
- Future

- 
- The background of the slide features a dark blue stage with several bright blue spotlights shining from the top right towards the center. In the upper left corner, there is a large, golden-yellow thought bubble with a smaller tail of three bubbles leading to it. Inside the main bubble is a bulleted list.
- I like...
 - I wish...
 - I wonder...

Spotlight Discussion

Upcoming Dates to Remember



Monthly CHIC
Webinar (10/1)
You are here!

OCT

Oct 3: Virtual
Program
Orientation

Oct 23: First
ecosystem event
(*Catalyst HTI*)

Oct 24-25:
Catalyst Training
#1 (KP Lone Tree)



Monthly CHIC
Webinar (11/5)

NOV



No Monthly
Webinar

Dec

Dec 3-4: Catalyst
Training #2
(*Catalyst HTI*)

NEXT STEPS

Register for:

- Oct 3 Virtual Program Orientation
- Oct 23 Ecosystem Event
- Oct 24-25 *Catalyst Training #1*

