




Complex Care Clinic (C3)

El Dorado Community Health Center



Mission Statement

- To provide compassionate and integrated treatment for individuals with substance use disorders. To offer solutions for safe prescribing in the management of chronic pain.
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C3 Program Philosophies/Approaches

- ▶ Multidisciplinary Team (MDs, FNP, RNs, LCSWs, LAADC, MAs and support staff).
 - ▶ Integrated Treatment Model (Medication Assisted Treatment and Behavioral Health)
- ▶ Utilize RN Case Managers
- ▶ Practice elements of harm reduction (i.e. work with patients in active addiction, rarely discharge patients from program)
- ▶ Place an emphasis on treatment and recovery (i.e. refer to higher levels of care, goal of abstinence from all substances)

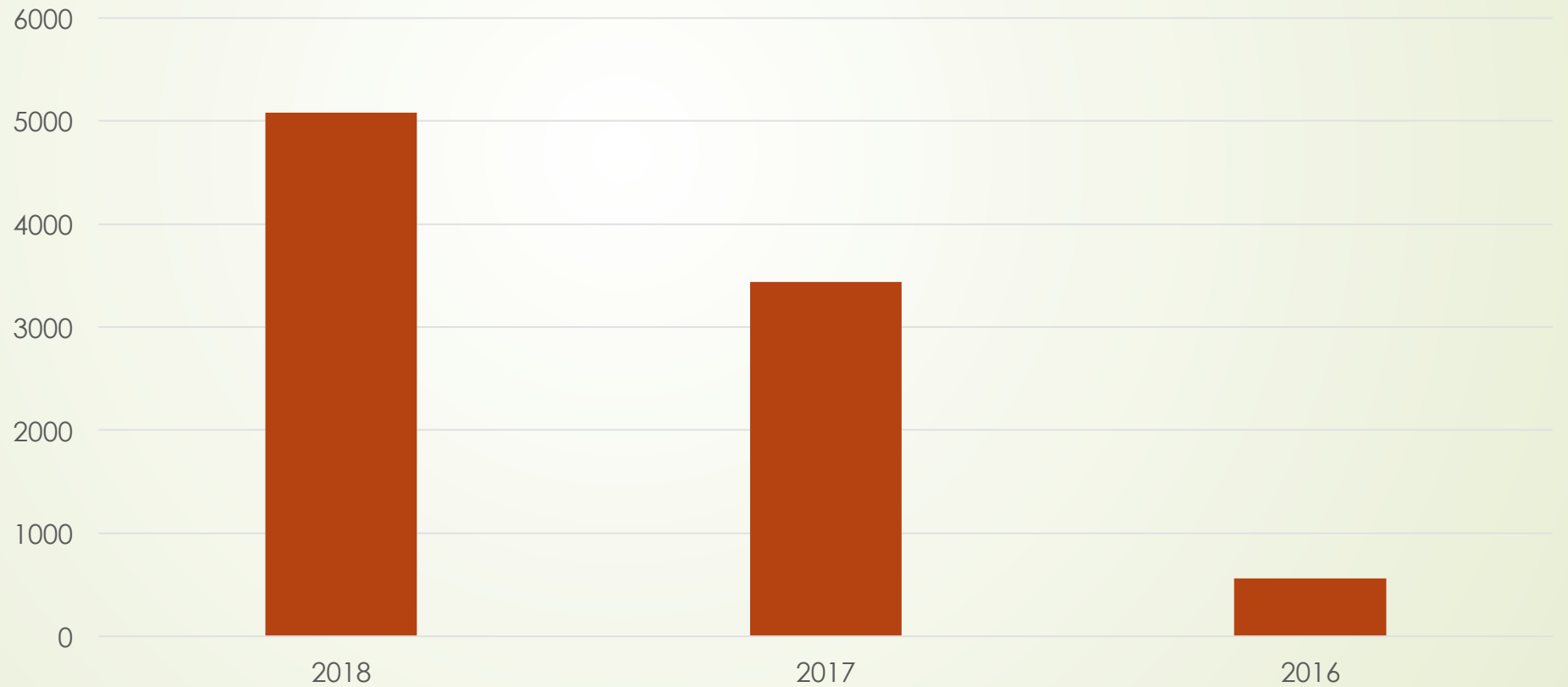


Patient Statistics

- C3 currently has approximately 220 patients.
- Program Reasons:
 - 52% OUD
 - 21% "Safe Rx"
 - 15% OUD/Safe Rx
 - 7% AUD
 - 5% Other (SHUD, Polysubstance)

Total Patient Encounters 2016-18

C3 Total Encounters 2016-18

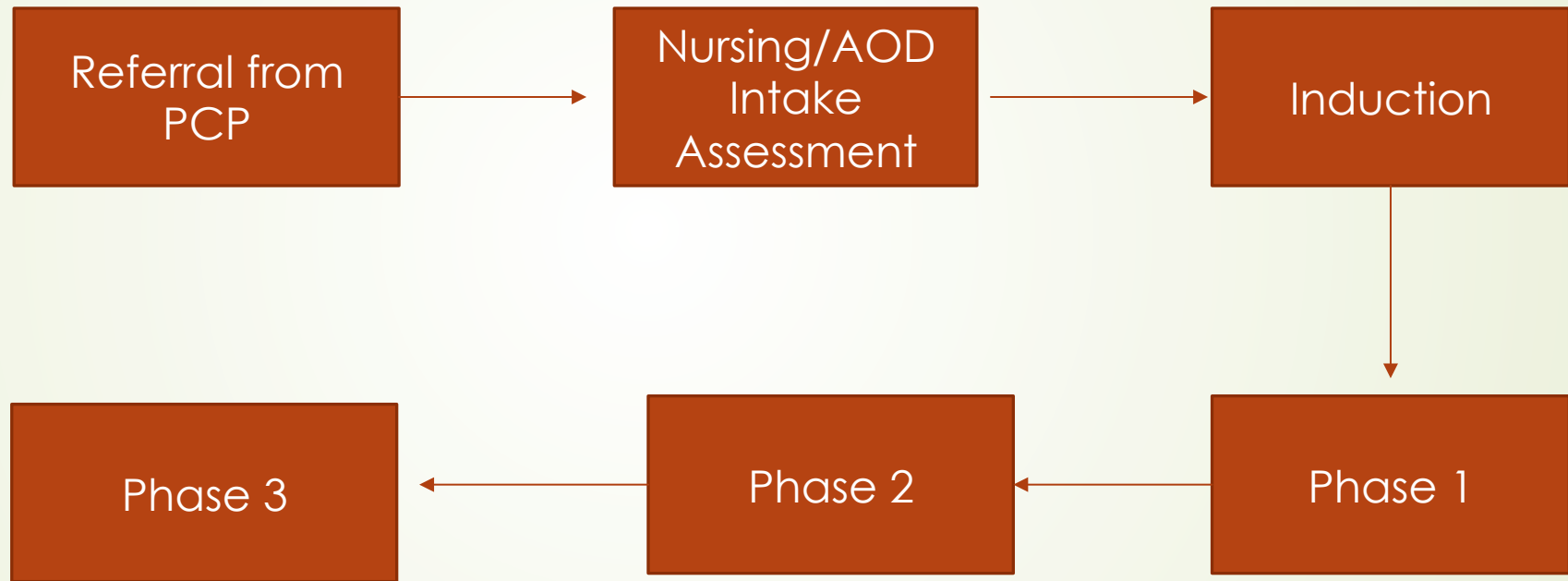




C3 Funding Sources


- ▶ Fiscal Year 2018-19
 - ▶ 67% Insurance Reimbursement
 - ▶ 17% Permanent Grant Funding (330 Rollover from AIMS and HRSA)
 - ▶ 16% Short Term Grant Funding (Hub and Spoke, CCI)

C3 Clinical Workflow






C3 Program Phases

- ▶ Phase 1:
 - ▶ Weekly medication appointments.
 - ▶ Group support and education.
 - ▶ Individual AOD and/or behavioral health appointments.
 - ▶ Phase 2:
 - ▶ Biweekly medication appointments.
 - ▶ Group support and education.
 - ▶ Individual AOD and/or behavioral health appointments.
 - ▶ Phase 3:
 - ▶ Monthly medication appointments.
 - ▶ Group support and education.
 - ▶ Individual AOD and/or behavioral health appointments.
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C3 Staff Composition

- ▶ X-Waivered Providers (2 MDs, 2 FNPs)
 - ▶ Provide MAT Services
 - ▶ Primary Care when/if appropriate
 - ▶ Program Manager
 - ▶ Oversees day to day operations
 - ▶ BH services on a limited basis
 - ▶ 2 RN Case Managers
 - ▶ Chart review for incoming referrals
 - ▶ Intakes
 - ▶ Management of cases (Labs, follow up with PCP, etc.)
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C3 Staff Composition Continued

- ▶ Licensed Alcohol and Drug Counselor
 - ▶ Facilitates refill groups
 - ▶ Individual AOD counseling
- ▶ Licensed Clinical Social Worker
 - ▶ “In house” psychotherapy for C3 patients.
- ▶ 3 Medical Assistants
 - ▶ Prep patients for medical visits
 - ▶ Prep patients for refill groups
 - ▶ Tracking of patient data (For grant reporting)
- ▶ 2 Support Service Coordinators
 - ▶ Coordinate patient appointments between multiple providers and disciplines (Medical, BH, Nursing and AOD)



Tracks for AUD and other SUDs

- ▶ In June of 2019, we began special tracks for Stimulant Use Disorder and Alcohol Use Disorder.
 - ▶ This was in part due to the continued use of methamphetamine by patients whose OUD had been stabilized.
 - ▶ We are now treating AUD as a stand alone diagnosis.
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Sustainability

- ▶ Current efforts include:
 - ▶ Quantification of billable versus non-billable services.
 - ▶ Demonstrating cost savings associated with MAT services (e.g. reduction in ER utilization).
 - ▶ Diversification of services (treating AUD, offering primary care services).
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