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.
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

- 2018: 5000
- 2017: 3000
- 2016: 500
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

Referral from PCP → Nursing/AOD Intake Assessment → Induction

Phase 3 ← Phase 2 ← Phase 1
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.
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.)
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.
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).