Addiction Treatment Starts Here: Primary Care

Learning Session 1

**November 6-7, 2019
Berkeley, CA**

CCI | CENTER FOR CARE INNOVATIONS

Addiction Treatment Starts Here: Program Team

Tammy Fisher
Senior Director
tammy@careinnovations.org

Sandy Newman
Principal, LSN Health Strategy
sandy@lsnhealthstrategy.com

Briana Harris-Mills
Program Coordinator
brianna@careinnovations.org

Brian Hurley, MD
Addiction Physician and General
Psychiatrist, L.A. County Dept. of
Mental Health

Meaghan Copeland
Program Consultant
meaghan@careinnovations.org

Jaclyn Lau
Events and Program
Coordinator
jaclyn@careinnovations.org

Program Partners

- Addiction Treatment Starts Here Coaches
  - Katie Bell
  - Brian Hurley (Coach and Clinical Director)
  - Joe Sepulveda
  - Candy Stockton
- Assistant Coaches
  - Danny Contreras
  - Dominique McDowell
- Program Evaluator: Mark McGovern, Stanford University School of Medicine (Evaluator)
- Improvement Consultants: Bridget Cole and Chris Hunt, Institute for High Quality Care (Quality Improvement Experts)
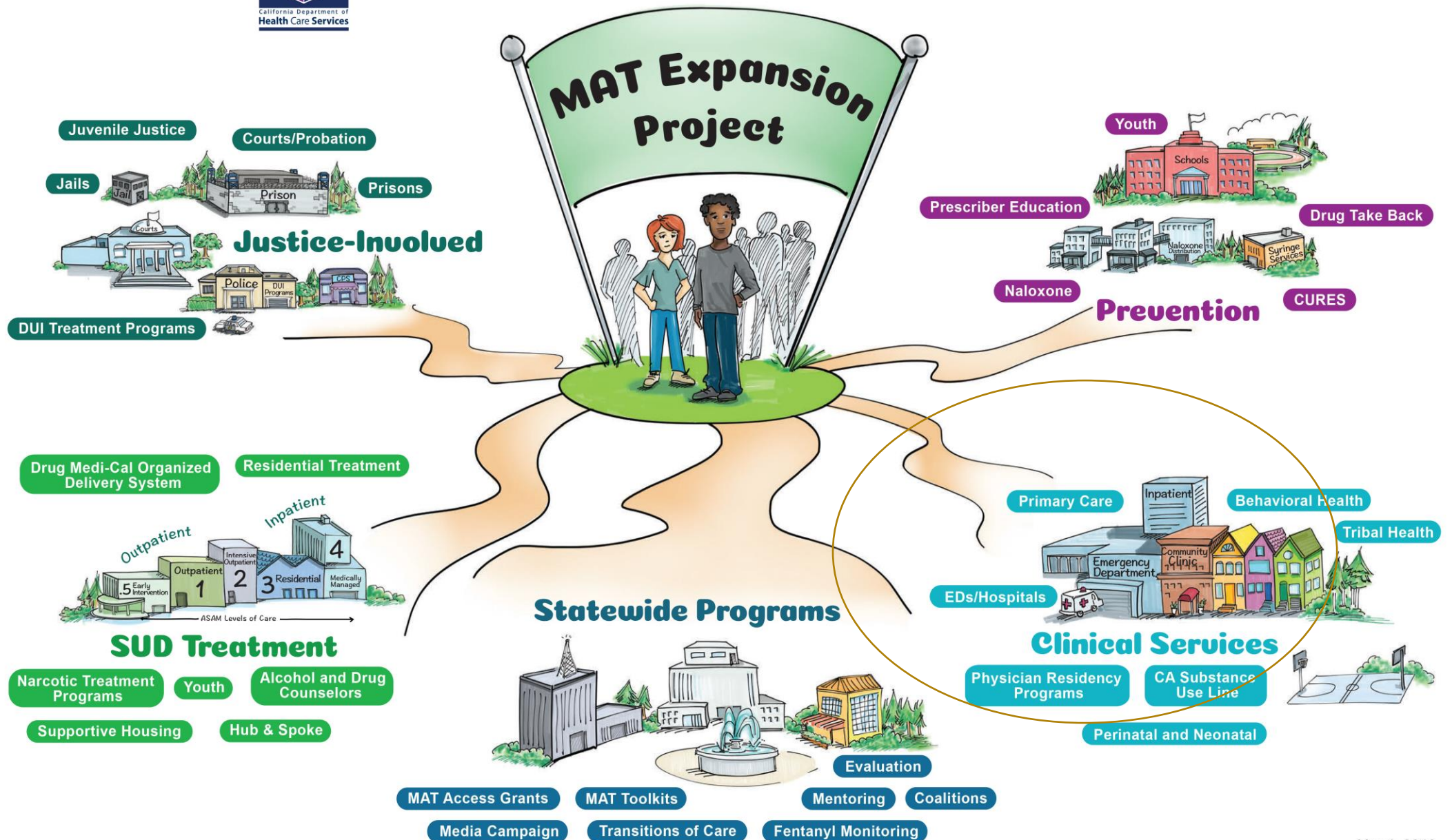
ATSH: PC Program Goal

Increase access to **MAT in primary care by working with 58 community health center sites** to advance the learning and sharing of best practices in integrating MAT into primary care services through learning collaboratives.
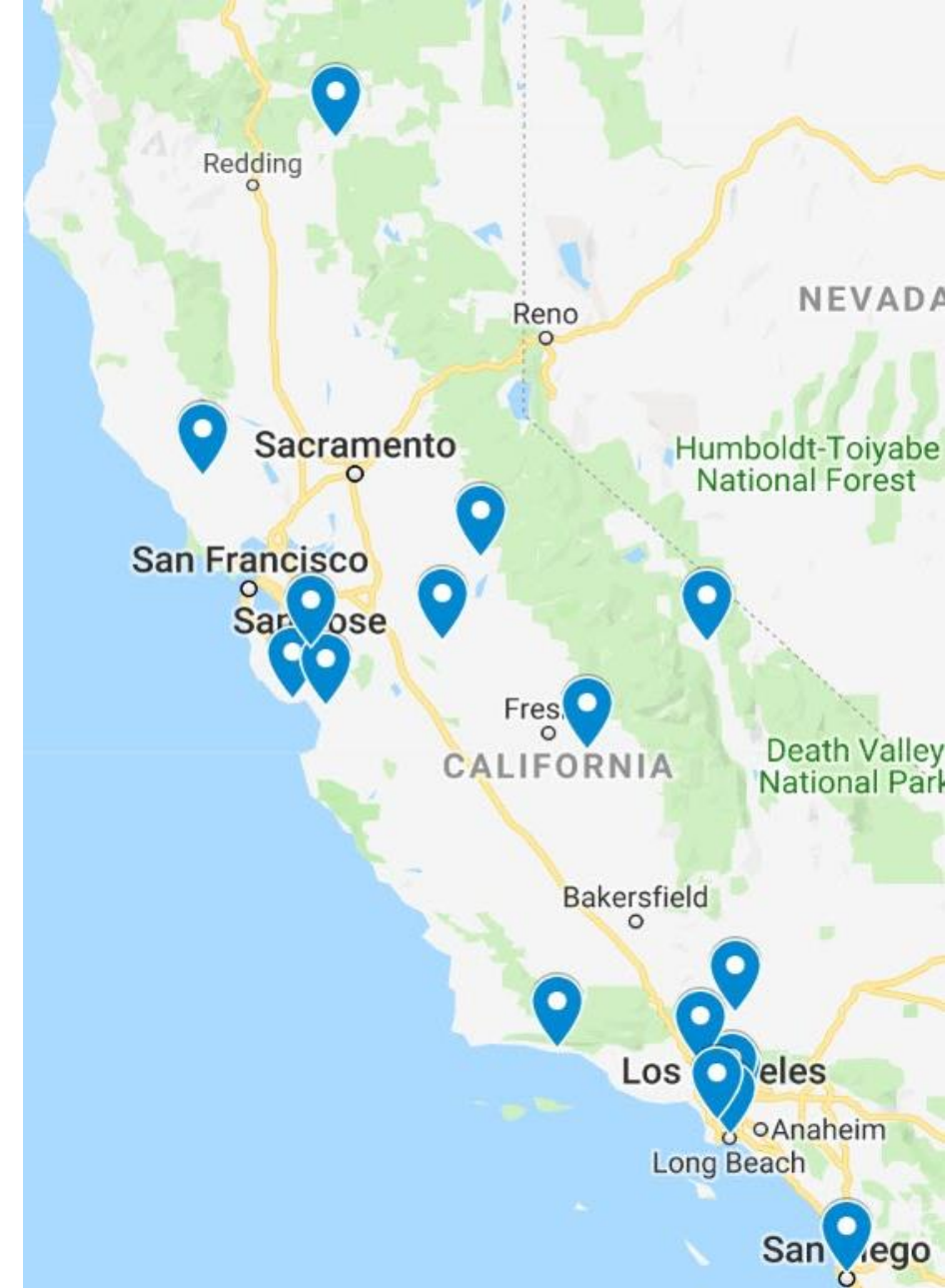
Program Cohort At a Glance

Program Cohort

- 18 teams
- 15 organizations represented
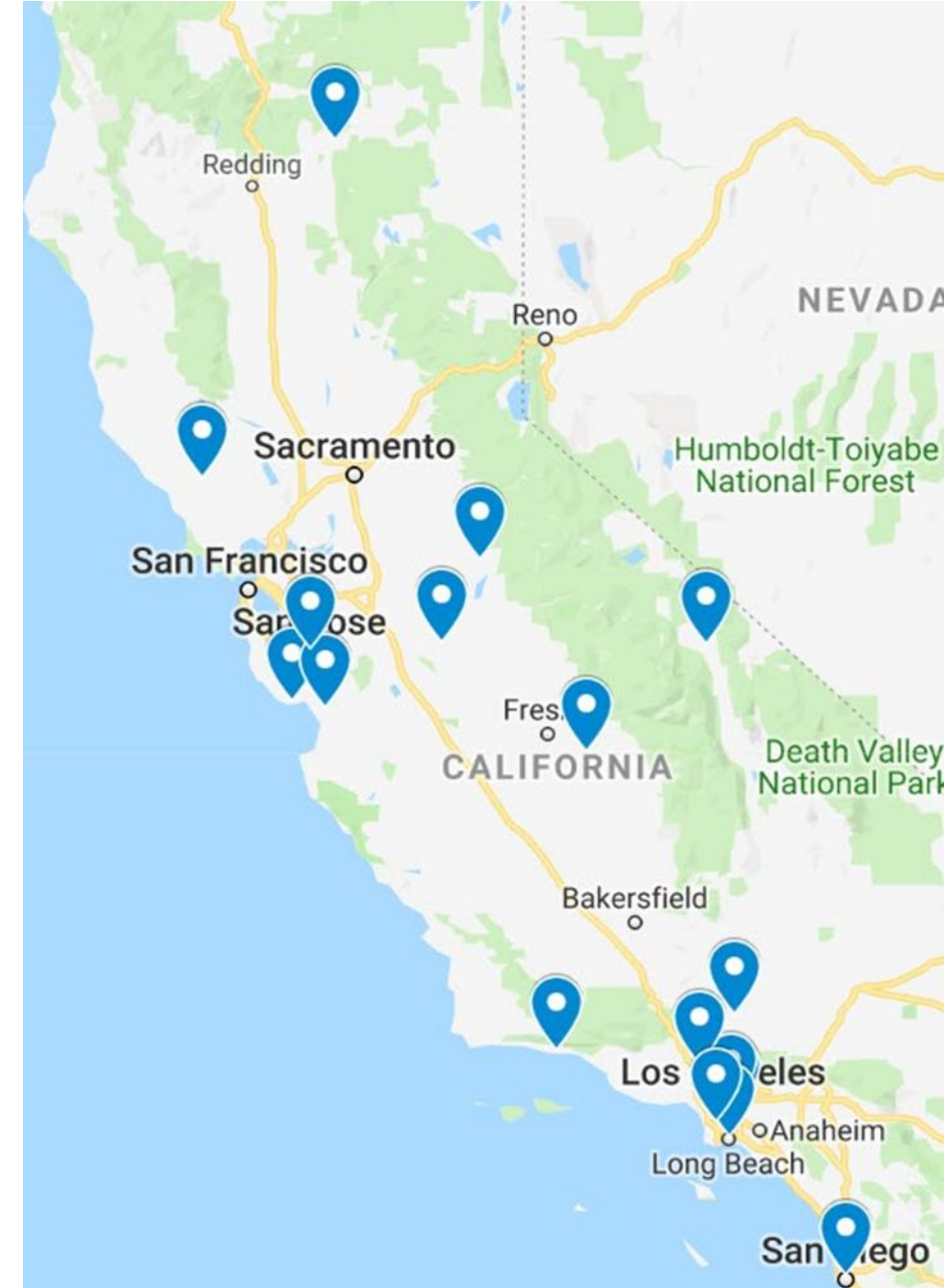- 8 teams in Track 1
- 10 teams in Track 2

Organization Characteristics

- 10 counties
- 5 teams serving <10,000 patients
- 4 teams serving 10,000 – 49,000 patients
- 8 teams serving 50,000 – 100,000 patients
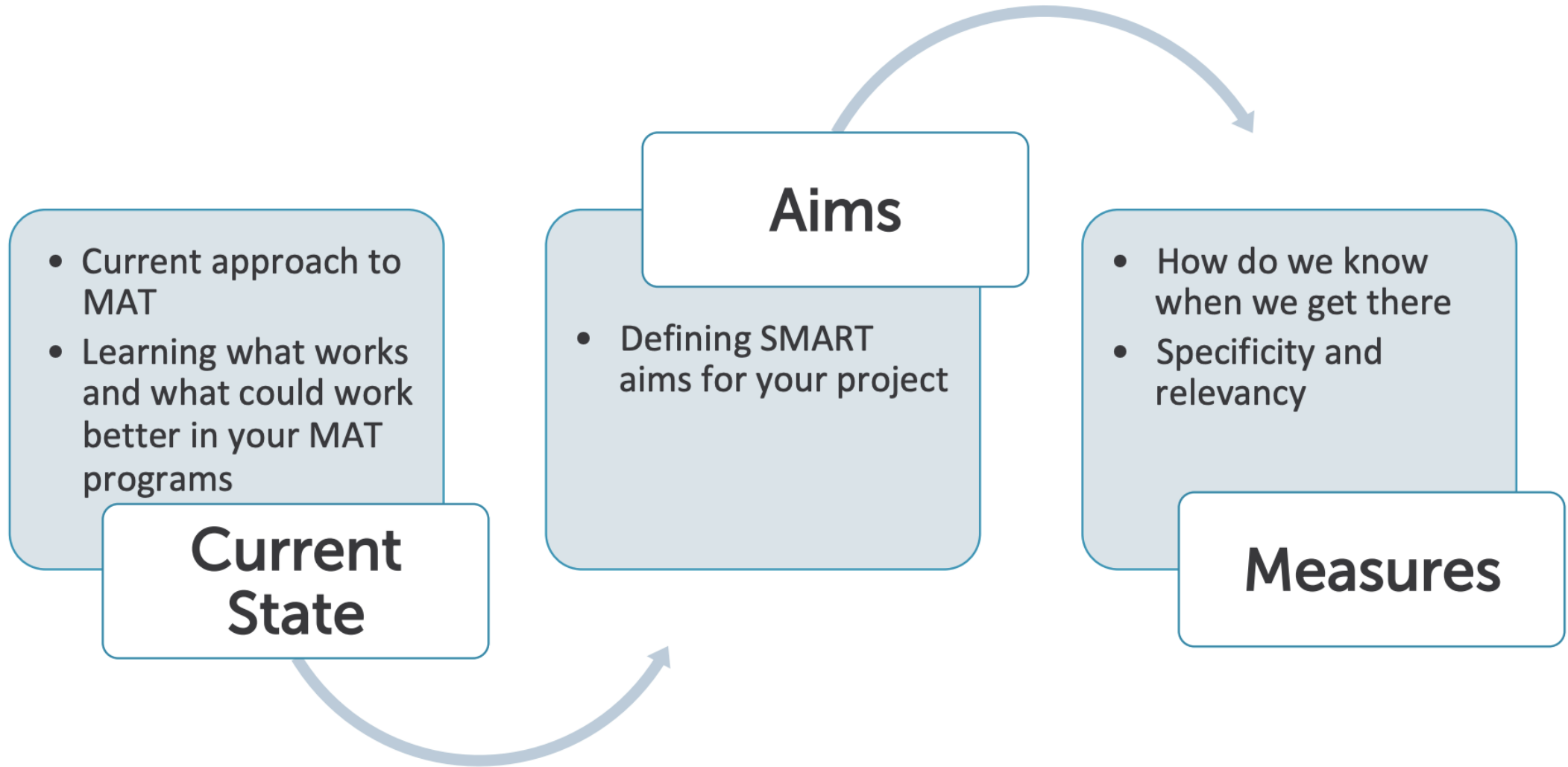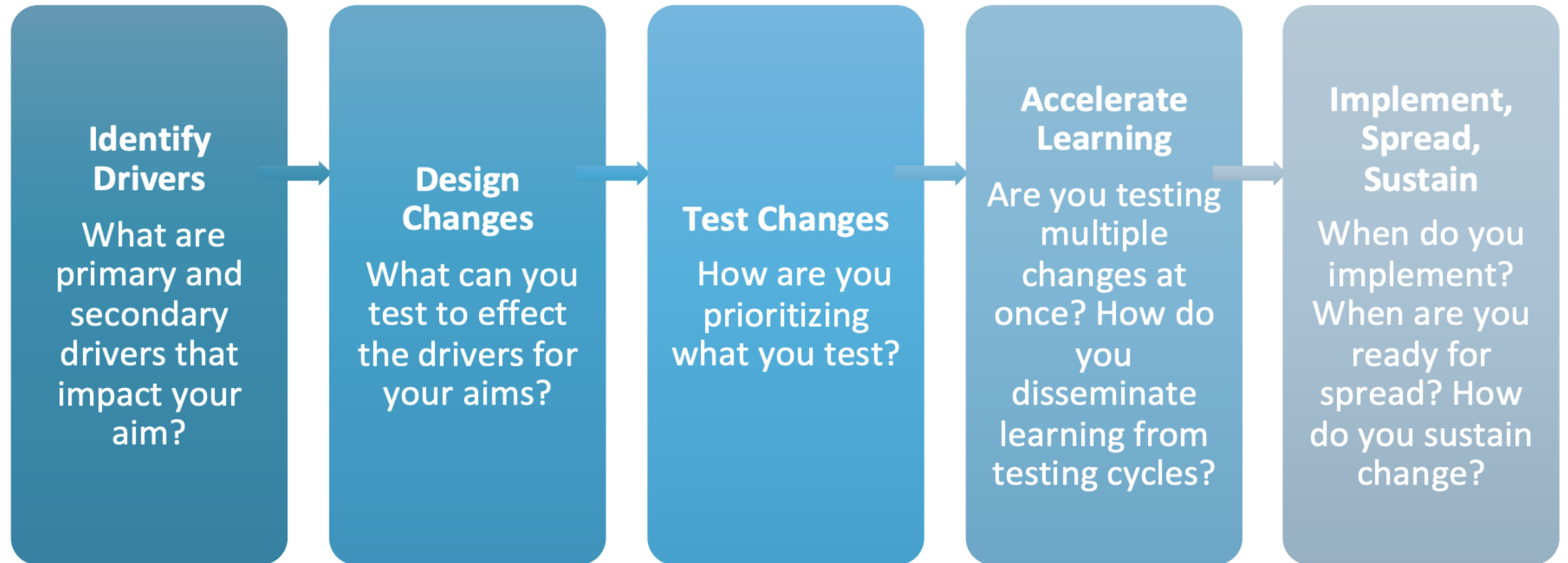- 1 teams serving >100,000 patients

Program Teams

- Adventist Health - Reedley
- Adventist Health - Sonora
- Alliance Medical Center
- Bartz-Altadonna Community Health Center
- BHS Health Center Network
- Family Health Care Centers of Greater Los Angeles
- JWCH Institute
- Livingston Community Health
- Livingston Health Campus
- Northern Inyo Healthcare District
- UCLA Medical Center – Olive View
- Salud Para La Gente
- Santa Barbara Neighborhood Clinics
- Santa Cruz Health Services Agency – Watsonville Health Center
- School Health Clinics of Santa Clara County
- St. Vincent de Paul Village, Inc. (dba Father Joe's Villages)
- The Children's Clinic Family Health Center at Century Villages Cabrillo
- The Children's Clinic Family Health Center at Multi-Service Center

Foundation To Develop and Sustain Strong MAT Programs

Current State

- Current approach to MAT
- Learning what works and what could work better in your MAT programs

Aims

- Defining SMART aims for your project

Measures

- How do we know when we get there
- Specificity and relevancy

Steps to Developing and Sustaining Strong MAT Programs

Identify Drivers

What are primary and secondary drivers that impact your aim?

→

Design Changes

What can you test to effect the drivers for your aims?

→

Test Changes

How are you prioritizing what you test?

→

Accelerate Learning

Are you testing multiple changes at once? How do you disseminate learning from testing cycles?

→

Implement, Spread, Sustain

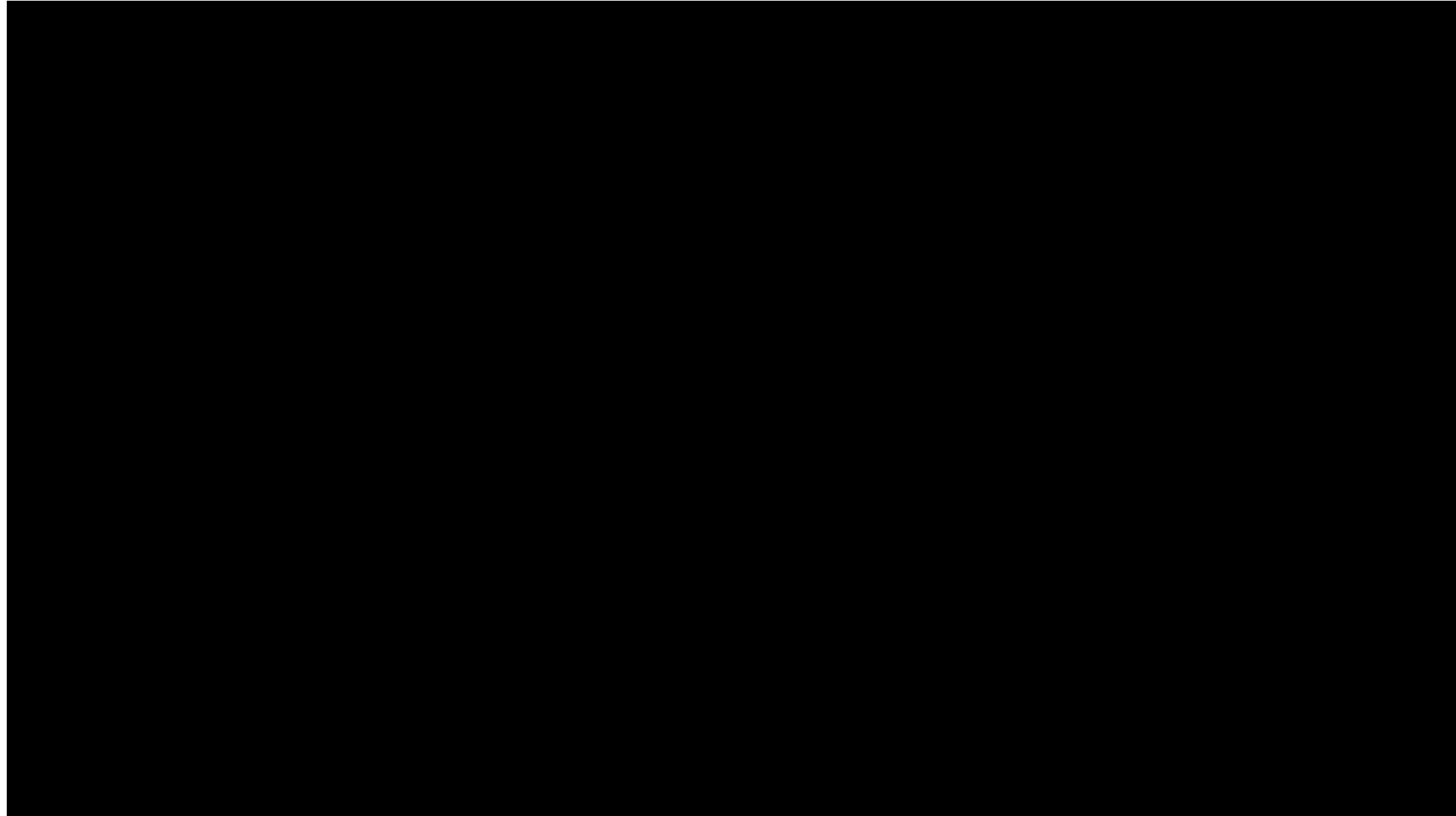When do you implement? When are you ready for spread? How do you sustain change?

Why are we here?

What do you like about working in addiction medicine?

- Reflect individually, write on a sticky

- Pair and share

- What did you learn about your partner? – share at your table

Personal Stories

Addiction Treatment Starts Here Video

Sharing
news data
information
knowledge idea

ACTION PLAN

WHO | WHAT | WHEN | HOW

Choose Your Learning Adventure

Day 1

Panel: Addiction as a Chronic Disease

Peer Sharing: Wave 2 sites share tangible changes to expand access to MAT

Breakout: Improving Prescribing
- New to prescribing
- Seasoned prescribers

Get to know your peers at the NETWORKING HOUR!

Networking Break + Office Hours

Day 2

Learning Labs: Designing Your ATSH Project

Breakouts: MAT Engagement
- Engaging prescribers
- Building training programs
- Santa Cruz: Deep Dive

Plenary: Phases of MAT Care

Chat and chows facilitated by your peers!

Team Time!

ATSH Program Page

STAY UP-TO-DATE!

ATSH Primary Care, Wave 2 Program Page

ACTIVITIES	RESOURCE HUB	DATA & REPORTING	COMMUNITY

Navigation: Activities & Action Items | Learning Sessions | Site Visits | Webinars

**HELLO, ADDICTION TREATMENT STARTS HERE:PRIMARY CARE, WAVE 2 (ATSH:PC) TEAMS!**

This website is for the use of ATSH:PC, Wave 2 participants. You can find information about upcoming activities, reporting templates, resources and more. For general information about the program, please visit the program overview page.

Visit: https://www.careinnovations.org/atshprimarycarewave2-teams/

ATSH Program Page

To access materials for today's learning session, click **In-Person Learning.** Then click to the first learning session page to find slides, handouts and related resources for all the sessions.
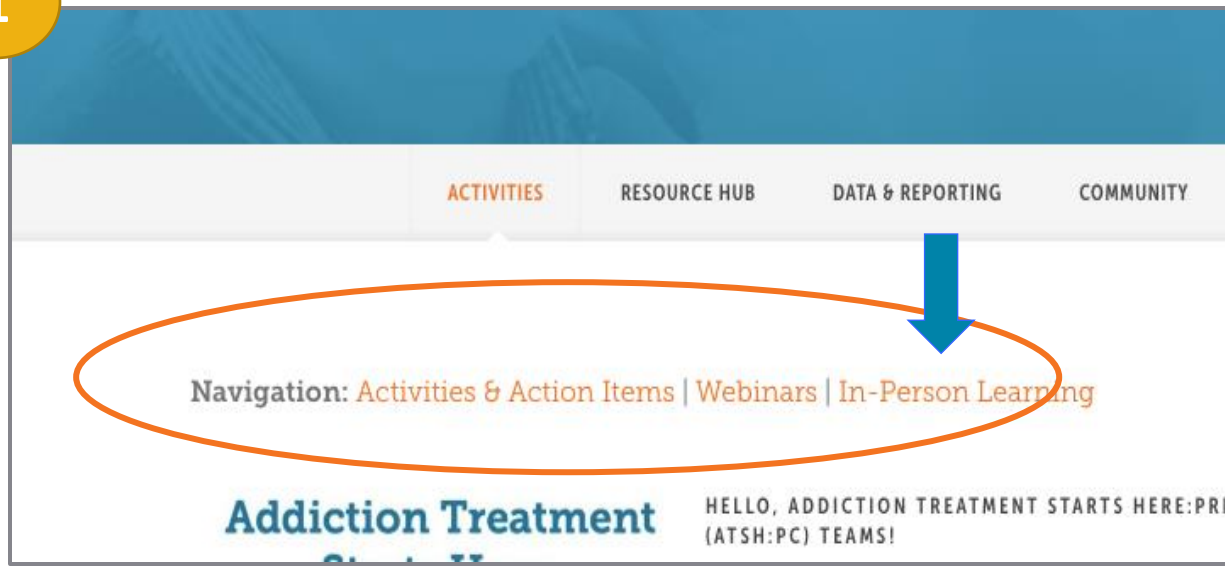
November 6-7, 2019 - Learning Session #1

CLICK FOR MORE DETAILS.

The first in-person learning session will be held November 6-7, 2019 in Berkeley, CA.

ACTIVITIES   RESOURCE HUB   DATA & REPORTING   COMMUNITY

Navigation: Activities & Action Items | Webinars | In-Person Learning

Addiction Treatment   HELLO, ADDICTION TREATMENT STARTS HERE:PRI (ATSH:PC) TEAMS!

Visit: https://www.careinnovations.org/atshprimarycarewave2-teams/atshpc-learning-session-1/

For questions contact:

Tammy Fisher
Senior Director
Center for Care Innovations
tammy@careinnovations.org

Briana Harris-Mills
Program Coordinator
Center for Care Innovations
briana@careinnovations.org

https://www.careinnovations.org/atshprimarycare-teams/

Questions?

Addiction: A Chronic Disease Panel Presentation

12:30 pm – 1:45 pm

Storyboard Sharing

1:45 pm – 3:30 pm

Storyboarding!

Where do I go? On back of your name tag, you'll see your assigned room.

What do I do?

- As a team, head to your assigned room; bring your slides and quickly assemble your storyboard (10 minutes).

- Each team will have 9 minutes to present their storyboard. You choose who speaks and what information to share. *Each room has a facilitator/timekeeper who will let you know when to wrap up your 10 minutes!*

- After your presentation, there will be 5 minutes for Q&A with other attendees.

- Wash, rinse, repeat!

Reminder!

- After storyboards, you will have a 10-minute break (3:30 – 3:40 pm).

- After the break, you will go directly to your breakout.

- You did not register for a breakout – chose the one that most interests you (see next slide)

Breakout	Location
Breakout A: How to select the appropriate medication for OUD and manage starting and maintaining these medications (*Frances Southwick*)	BayView Ballroom
Breakout B: Learn and apply approaches to manage complex patient cases, including poly substance and chronic pain (*Joe Sepulveda*)	Quarter Deck

Track 1

Track 2

Break

3:30 pm – 3:40 pm

Breakout: Improving Prescribing of Medications for OUD

3:40 pm - 4:40 pm

Reflection & Wrap-Up

4:50 pm - 5:00 pm

Day 1 Evaluation

Thank you for completing this survey. Your feedback will help us to improve the quality of the ATSH:PC, Wave 2 Program. All responses will be kept confidential and only be presented in summary form.

Please complete the evaluation after each session and return to CCI at the end of the day.

Introductions + Warm-Up with Tammy Fisher (12:00 – 12:30)

For the session listed below, please indicate the degree to which you agree or disagree with the statement, "**This session was a valuable use of my time.**" *(select one response per row)*

	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Not applicable
This session was a valuable use of my time.	O	O	O	O	O	O

Panel Discussion: Appreciating Addiction as a Chronic Disease (12:30 – 1:45)

Please indicate the degree to which you agree or disagree with the following: *(select one response per row)*

	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Not applicable
This session was a valuable use of my time.	O	O	O	O	O	O
I am confident in my ability to apply content from the session to my work in my organization.	O	O	O	O	O	O

ATSH Storyboards: Getting to Know One Another (1:45 – 3:30)

Please indicate the degree to which you agree or disagree with the following: *(select one response per row)*

	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Not applicable
This session was a valuable use of my time.	O	O	O	O	O	O
I am confident in my ability to apply content from the session to my work in my organization.	O	O	O	O	O	O

Breakout: Improving Prescribing of Medications for OUD (3:40 – 4:40)

Which breakout session did you attend? *(select one)*

O **Breakout A:** How to select the appropriate medication for OUD and manage starting and maintaining mediation (Frances Southwick, MD)
O **Breakout B:** Learn and apply approaches to manage complex MAT cases (Joe Sepulveda, MD)

Please indicate the degree to which you agree or disagree with the following: *(select one response per row)*

	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Not applicable
This session was a valuable use of my time.	O	O	O	O	O	O
I am confident in my ability to apply content from the session to my work in my organization.	O	O	O	O	O	O

What was the most valuable part of today's learning session?

What was missing from the learning session that you hoped would be covered?
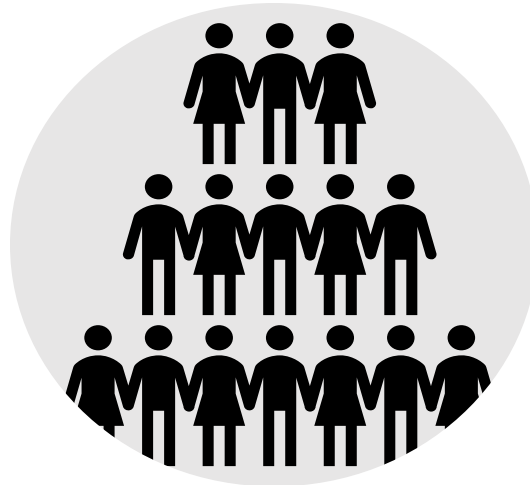
Thank you for taking the time to provide your feedback!

Networking Hour

Make new peer connections

Strengthen existing peer connections

Connect with coaches and faculty

What's in Store for Day 2?

Day 2

Learning Lab:
Designing Your ATSH Project
(aims, goals, driver)

Breakouts: MAT Engagement
(breakouts to learn ways to engage prescribers, staff, and building an organization-wide approach)

Plenary: Phases of MAT Care
(panel discussing stepped care and phase-matched interventions)

Chat & Chows facilitated by your peers!
(contingency management, group visits, etc.)

Team Time!
(start identifying tangible next steps for your program)

Welcome Back

Day 2

Storyboard Gallery

Use stickies to:

- Ask questions (leave your contact info)

- Post comments – what did you like?

- Share input – any guidance or advice to share?

CCI will:

- Use information to enhance our TA

- Connect you to peers, tools, and resources

Day 2:
Highlights
from the
Agenda

Storyboard review

Learning Lab: Designing your ATSH project

Chat & Chows: Peer facilitated, multiple topics

Panel Presentation: Phases of MAT Care

Breakouts: Improving Engagement in MAT

Team Time & Action Planning

Designing your ATSH Project

9:00 am – 11:30 am

Chat & Chows

11:30 am – 12:25 pm

Chat & Chows

Topics	Location
Group Visits (Katie Bell)	Main Ballroom Table 1
Contingency Management (Santa Cruz Health Services Agency)	Main Ballroom Table 4
Coordinating w/ Bridge Programs (Santa Barbara Neighborhood Clinics)	Main Ballroom Table 9
Retention in MAT (John Hunter, Bartz-Altadonna and Ginny Eck, JWCH Institute)	Main Ballroom Table 11
MAT & Stimulant Use (Mark McGovern)	Quarter Deck
Home Inductions (David Tian)	Quarter Deck
Trauma-Informed Care Practices (Dominique McDowell, Marin City Health & Wellness)	Quarter Deck
Clinical Questions (Jeff DeVido)	Patio

Phases of Care: Matched Interventions

12:30 pm – 1:45 pm

Networking Break

Make new peer connections
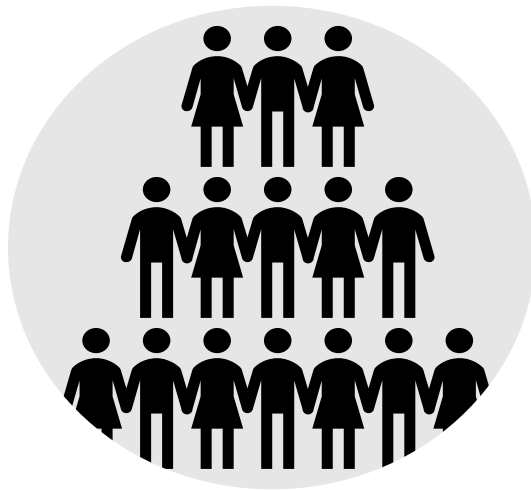
Strengthen existing peer connections

Connect with coaches and faculty

Breakouts: Building Engagement

2:10 pm – 3:10 pm

Breakout	Location
Breakout A: Strategies to engage waivered providers and designing training programs to support and sustain prescribers. (David Tian)	El Dorado
Breakout B: Building training programs that change the hearts and minds of staff organization-wide. (Katie Bell)	Quarter Deck
Breakout C: Santa Cruz's MAT Program: Deep Dive into Their Program Structure. (Danny Contreras and Joey Crottogini)	Main Ballroom

Team Time

3:15 pm – 3:50 pm

Team Time

"Sometimes you get a lot of ideas *flowing* and it is hard to stay on track."

--CCI grantee

Will

Ideas

Execution
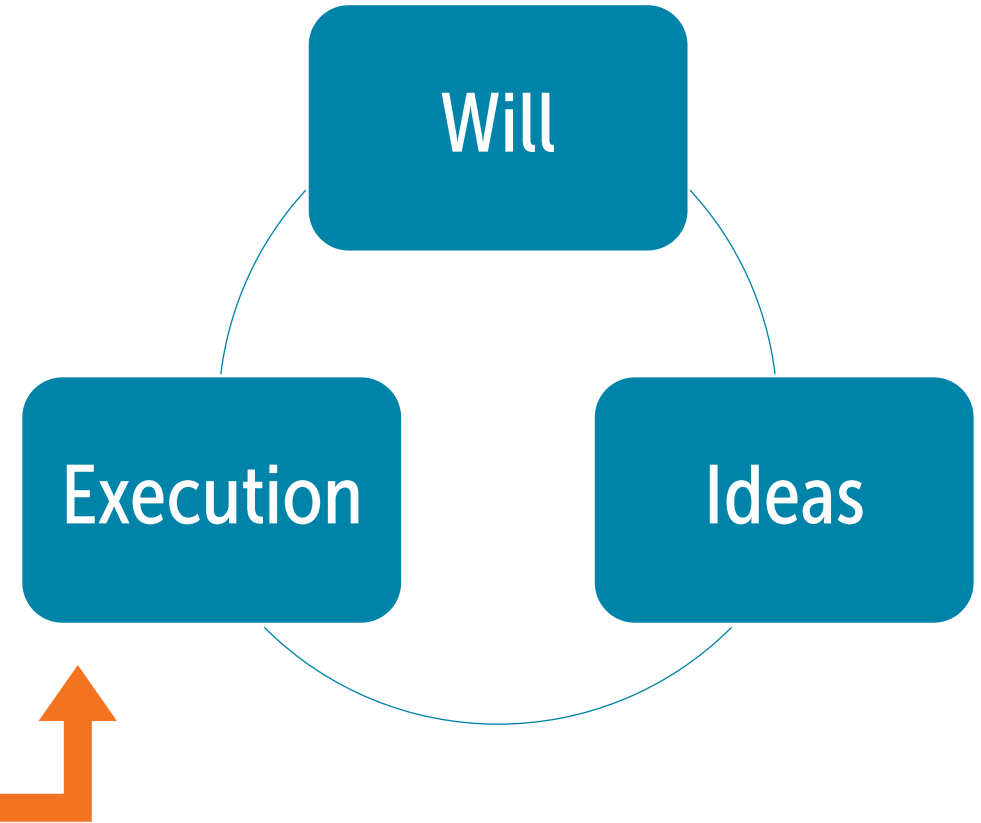
Action Planning

- Goals for today's session:
  - Come to consensus on your team's goals for the next two months
  - Get a head start on completing a 60-day workplan
  - Figure out your team's next steps
- What you'll need right now:
  - Sample workplan and template
  - That last bit of energy for the day!

Instructions:
Work with your team to identify the goals your team would like to achieve in the next two months. Once identified, use the blank table to list the major deliverables and related tasks that you'll need to undertake to achieve these goals. This page offers sample goals, deliverables and tasks.

Top three goals for your team to achieve in the next two months:

1. Design an education plan to provide foundational training on addiction for all staff
2. Get a 30-minute weekly core-team meeting on our calendars
3. Identify at least 3 prescribers who want to get x-waiver training

Activity	Activity Lead	Team Members	Start Date	End Date	Notes (optional)
[Deliverable] Assess staff training needs	Angela	Core team	4/15	5/31	
[Task] Determine whether the clinic has previously assessed staff training needs	Chris	n/a	4/15	4/19	Need to ask office manager what's been done in last 3 years
[Task] As a team, review findings from capability assessment	Angela	Core team	4/16	4/16	Use 20 min of core team weekly meeting
[Task] Determine method to assess staff training needs and then conduct assessment	Rich	Core team	4/16	4/19	Angela to propose options at weekly core team meeting and team decides
[Task] Conduct assessment of staff training needs	Michelle	n/a	4/19	5/29	Will likely use Survey Monkey
[Deliverable] Design a 30-minute training for all staff	Rich	Core Team	4/29	5/24	
[Task] Analyze findings from staff training needs assessment to determine the top needs	Rich	Chris, Michelle	4/29	5/3	Rich reviews findings and shares at weekly core team meeting
[Task] Review previous trainings to determine if there is existing content that can be re-used	Chris	n/a	5/3	5/10	Chris will let us know if there's anything to be repurposed

Benefits of a Workplan
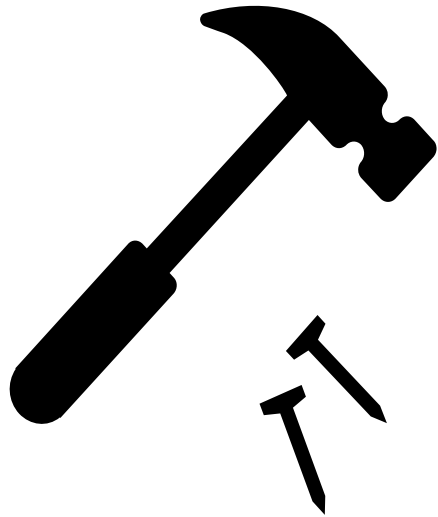
- A workplan isn't just a piece of paper to complete. Use it as a tool to come to consensus on next steps.

- It helps you translate the theoretical to practical, everyday tasks.

- Workplans also enable you to double-check assumptions about feasibility – timing, workload, and what it really takes to move forward.

For Today's Session!

3

- It's team time!

- We're asking you to think about 3 goals for your team over the next 2 months (think mid-September)

- In deciding on these goals, consider:

    - What will establish the foundation for your work?

    - Where do you need to focus? It may be something basic like getting team meetings on the calendar.

    - Or it may be one component of a longer-term strategy, like establishing organization-wide criteria for patient identification.

    - Who else needs to be involved? It's probably not just the people here today that you need to collaborate with.

Common Questions

?

- Is completing the workplan mandatory?

- Do I need to list Every.Single.Task. ?

- What happens if I don't have all the information right now to figure this out?

- How does this fit in with the work we did earlier on our aim statement and driver diagram?

- We use something else back at our clinic, do we still need to complete this?

It's a tool/approach we recommend for planning. But it's not mandatory.

Only include what your team will find most helpful for planning purposes.

Use the template as a starting point to determine the answer.

Your priorities in the workplan should align with your driver diagram.

We're providing this tool for your team but please choose whatever tool is most useful!

Wrap-Up & Evaluation

3:50 pm - 4:00 pm

What's Next?

Site Visits

1. Boston Medical Center — EXCEPTIONAL CARE. WITHOUT EXCEPTION.

2. El Dorado Community Health Centers

3. Family Health Centers of San Diego

4. The County of Santa Cruz — SINE PRAEJUDICIO · 1850 ·

5. Venice Family Clinic — Providing quality primary health care to people in need
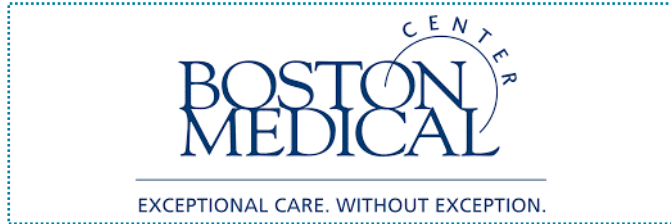
ATSH Activities

WEBINAR

Peer Support Programs: How Peer Recovery Programs Can Improve MAT for Your Patients

Led by Cherokee Health Centers

Nov 21

WEBINAR

MAT for Everybody: The Fundamentals of Providing Compassionate Care

Led by Coach Katie Bell

Reg info coming soon

Dec 11

WEBINAR

Discuss IMAT results and hear from fellow teams

Led by Mark McGovern, ATSH Program Evaluator

Jan 31

Dec 9

WEBINAR

MAT in Youth

Led by Boston Medical Center

Reg info coming soon

Jan 15

DATA DUE!

Quarter 2 data due on the program measure set (NICHQ)

Feb 28

WEBINAR

Discuss program measures set and hear from fellow teams

Communication Tools

Monthly eUpdate

Calendar invites for big events

CCI Program Page

Day 2 Evaluation

THANK YOU!

- ATSH team

  - Meaghan Copeland, Tammy Fisher, Jaclyn Lau, Briana Harris-Mills, Brian Hurley, Sandy Newman

- LS1 faculty and partners

- Breakout presenters and panelists

- Chat & Chow facilitators

Thank you for joining us!

For questions contact:

Tammy Fisher
Senior Director
Center for Care Innovations
tammy@careinnovations.org

Briana Harris-Mills
Program Coordinator
Center for Care Innovations
briana@careinnovations.org

https://www.careinnovations.org/atshprimarycare-teams/