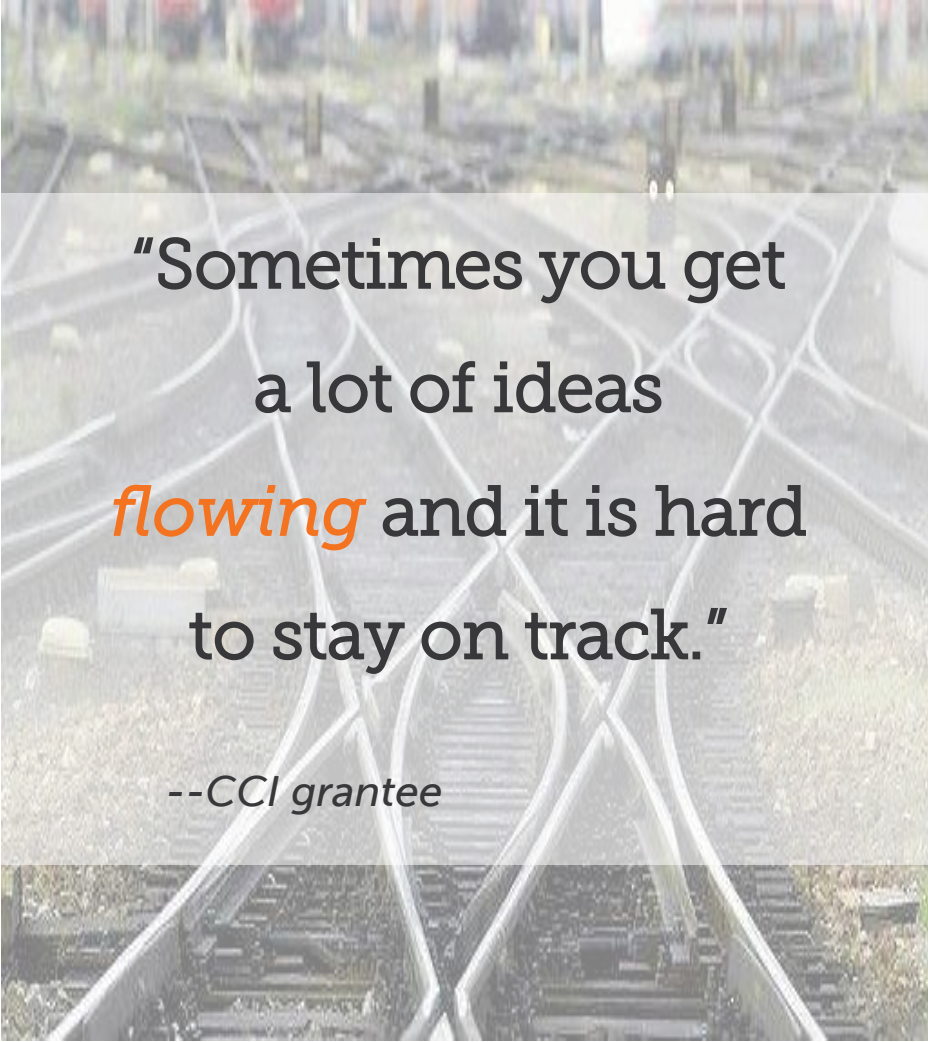
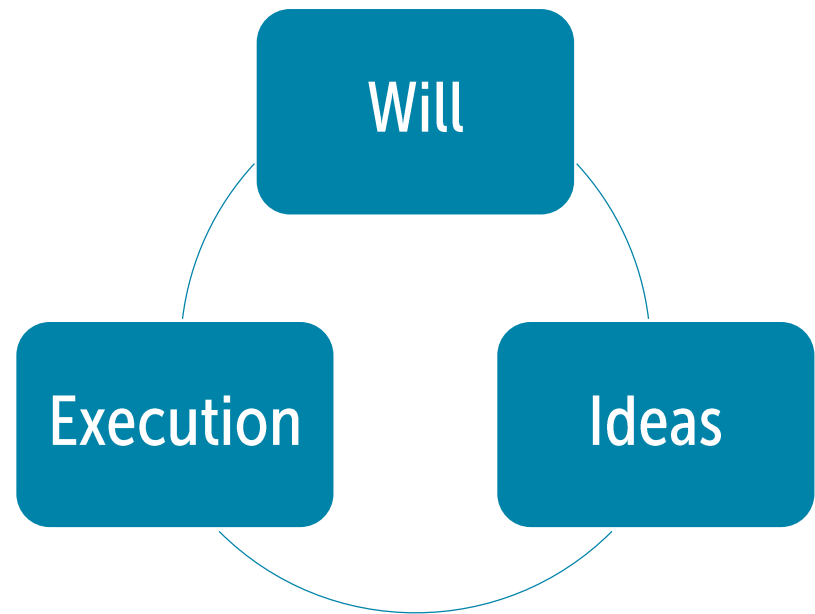


Afternoon Agenda

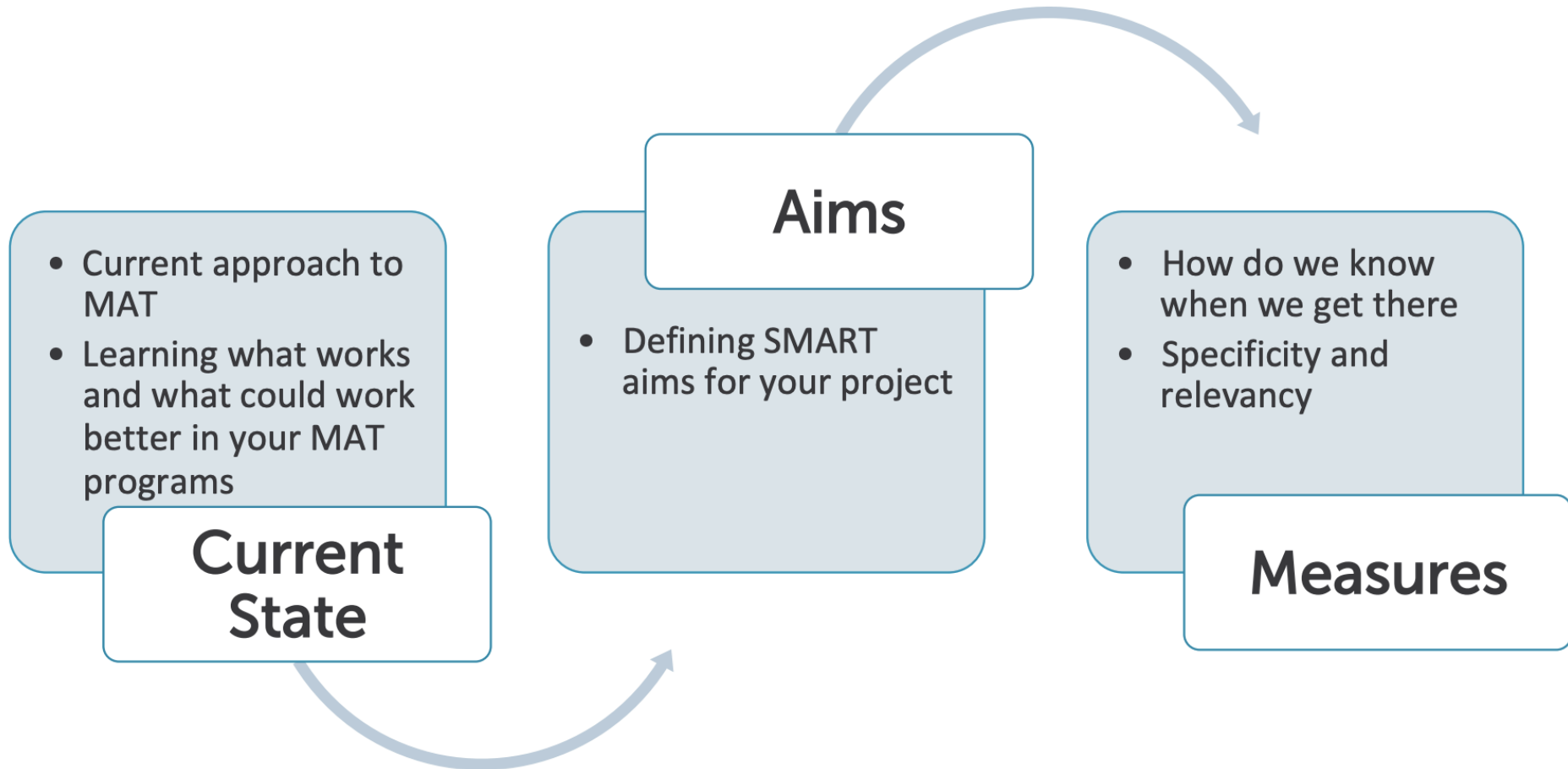


"Sometimes you get
a lot of ideas
flowing and it is hard
to stay on track."

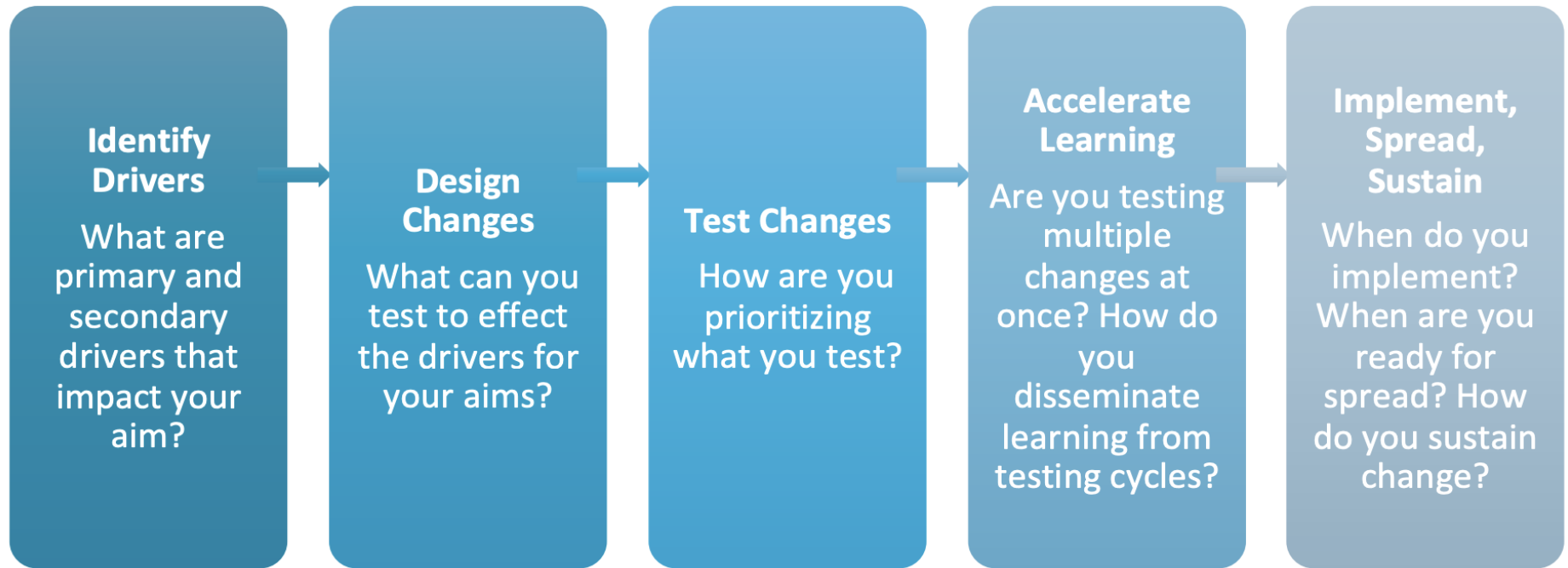
--CCI grantee



Foundation To Develop and Sustain Strong MAT Programs



Steps to Developing and Sustaining Strong MAT Programs



Understanding the current state

The screenshot shows a detailed form for a capability assessment. The title is 'Addiction Treatment Starts Here: Primary Care' and 'INTEGRATING MEDICATIONS FOR ADDICTION TREATMENT IN PRIMARY CARE (IMAT-PC) Opioid Use Disorder Version'. It includes sections for 'YOUR CLINIC AND ORGANIZATION CHARACTERISTICS', 'BASE OF COMPETITION', 'ORGANIZATIONAL INFORMATION', 'KEY CONTACT FOR THIS ASSESSMENT', and a table for 'ADDITIONAL COMMENTS'.

Capability
Assessment



Process mapping
– understanding
current
processes and
workflows



Learning from
your patients &
staff



Defining the problems (opportunities)

- What are we trying to make better?
- What are our problems and the root cause of the problem?



- Describe the opportunities
 - Aims and Goals



Get to the root cause

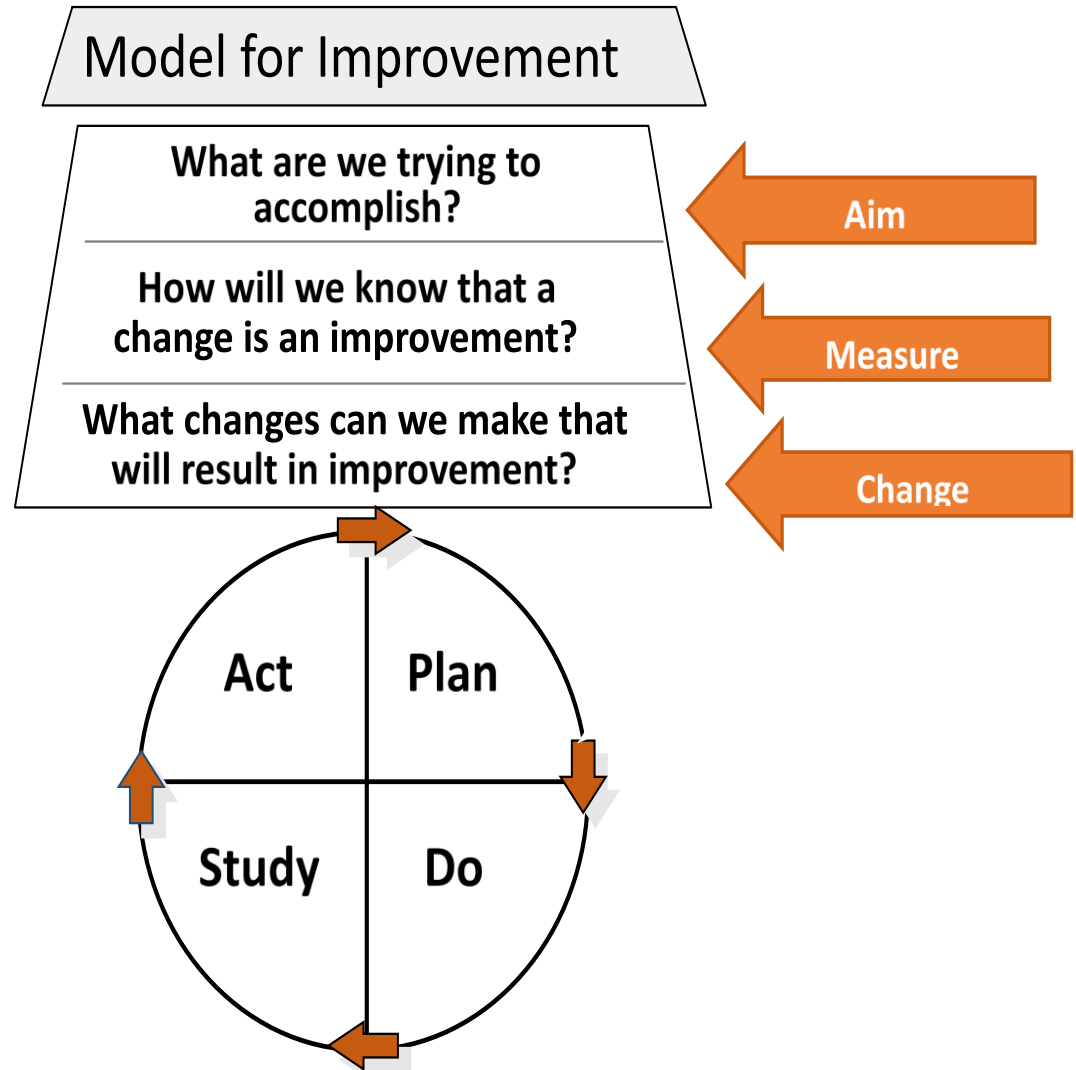
- What are you trying to make better?
- What are your most pressing problems?

Exercise: Select one area

Ask the 5 WHY's

What's the root cause?

Tackling the problem: Use Evidence-Based Improvement Methodology



From Associates in Process Improvement.

Developing an Aim Statement. What are we trying to accomplish?

- How good do you want to be and by when?
- Aim statements should be SMART:

- Specific
- Measurable
- ~~Achievable~~ Ambitious
- Relevant
- Time-bound



Sample ATSH-BH Project Aim Statement

By September 2020, Main Street Clinic will provide MAT services to 50 patients by implementing the following goals:

- Get x-waivers for 3 providers
- 100% of clients will be screened for SUD
- 100% of clients screened positive will get MAT services

- **Specific?**
- **Measurable?**
- **Attainable?**
- **Relevant?**
- **Time-bound?**

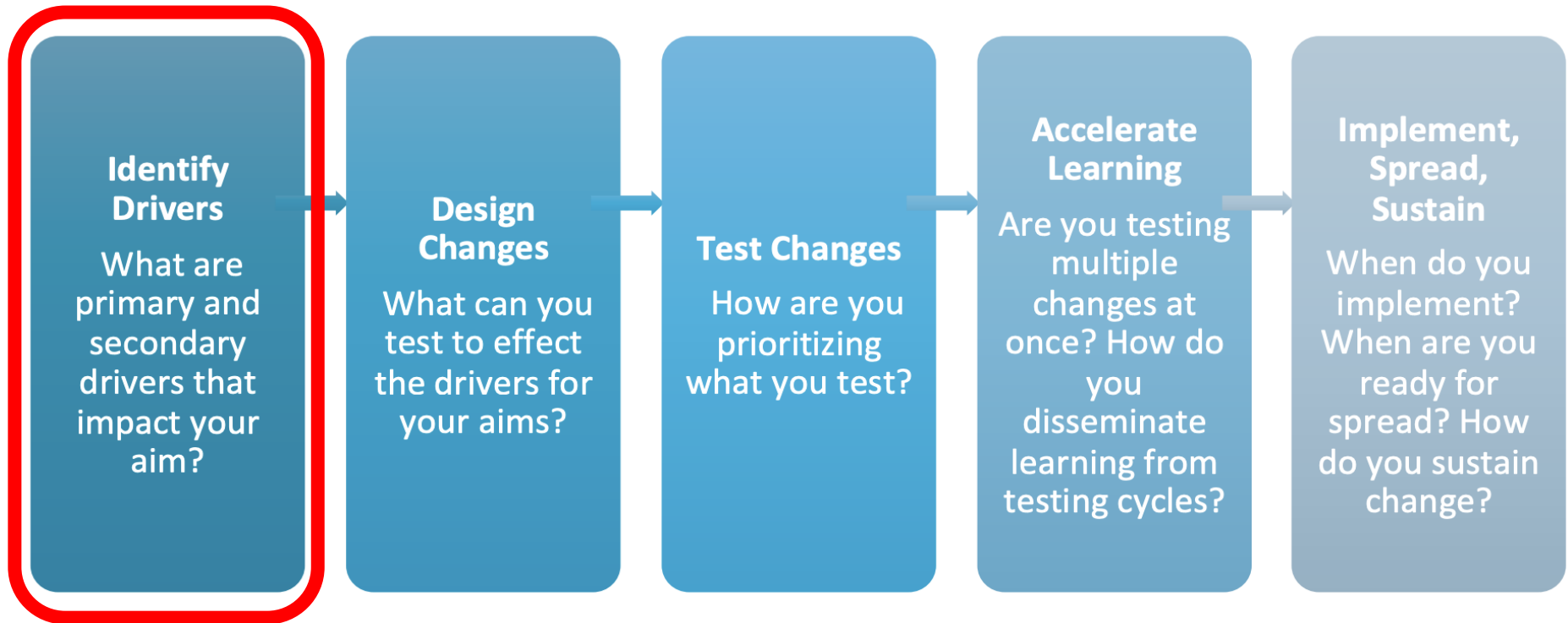


With your team (10 minutes)

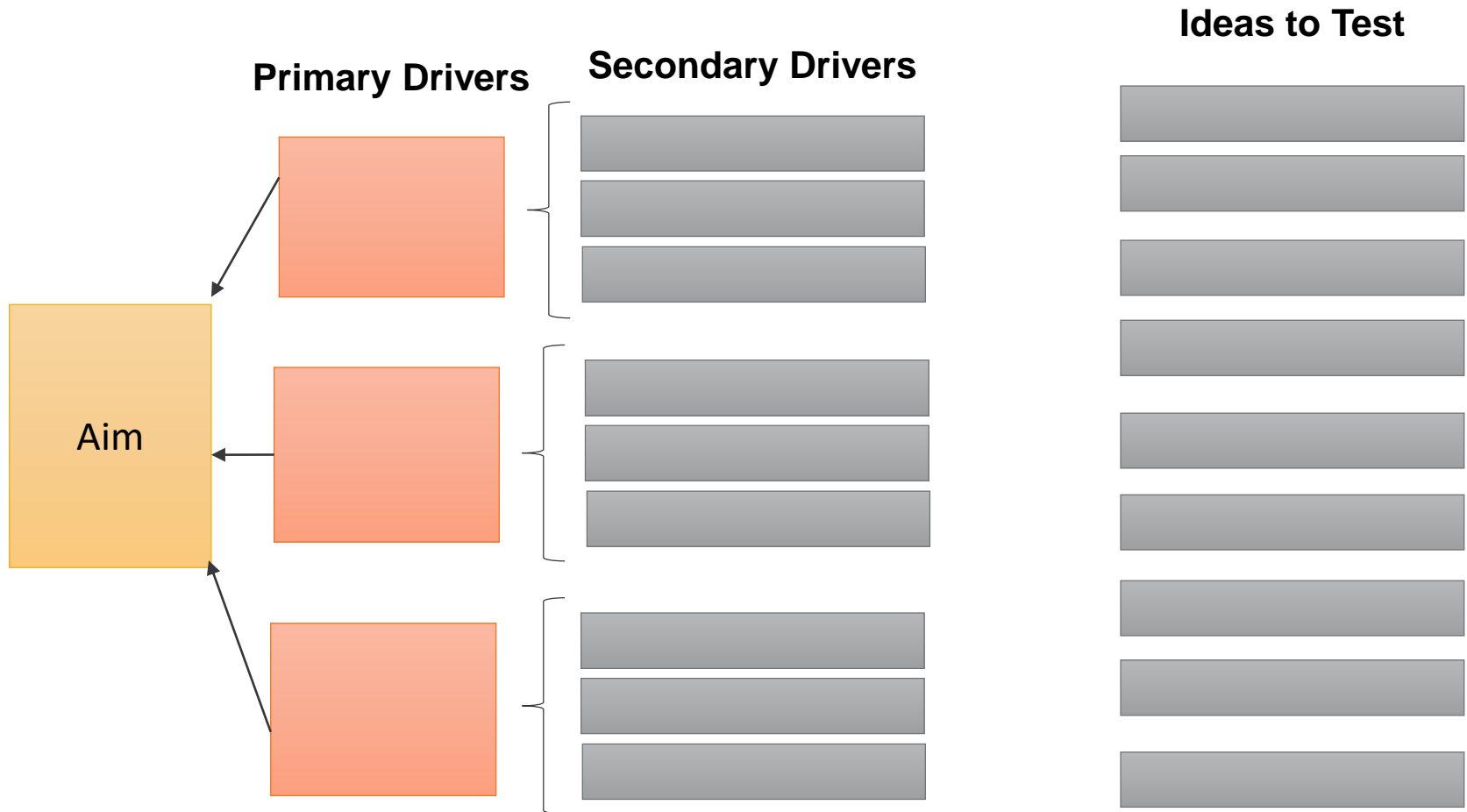
**Revisit your goals from
prework. What needs to
change?**



Steps to Developing and Sustaining Strong MAT Programs



Driver Diagram Template

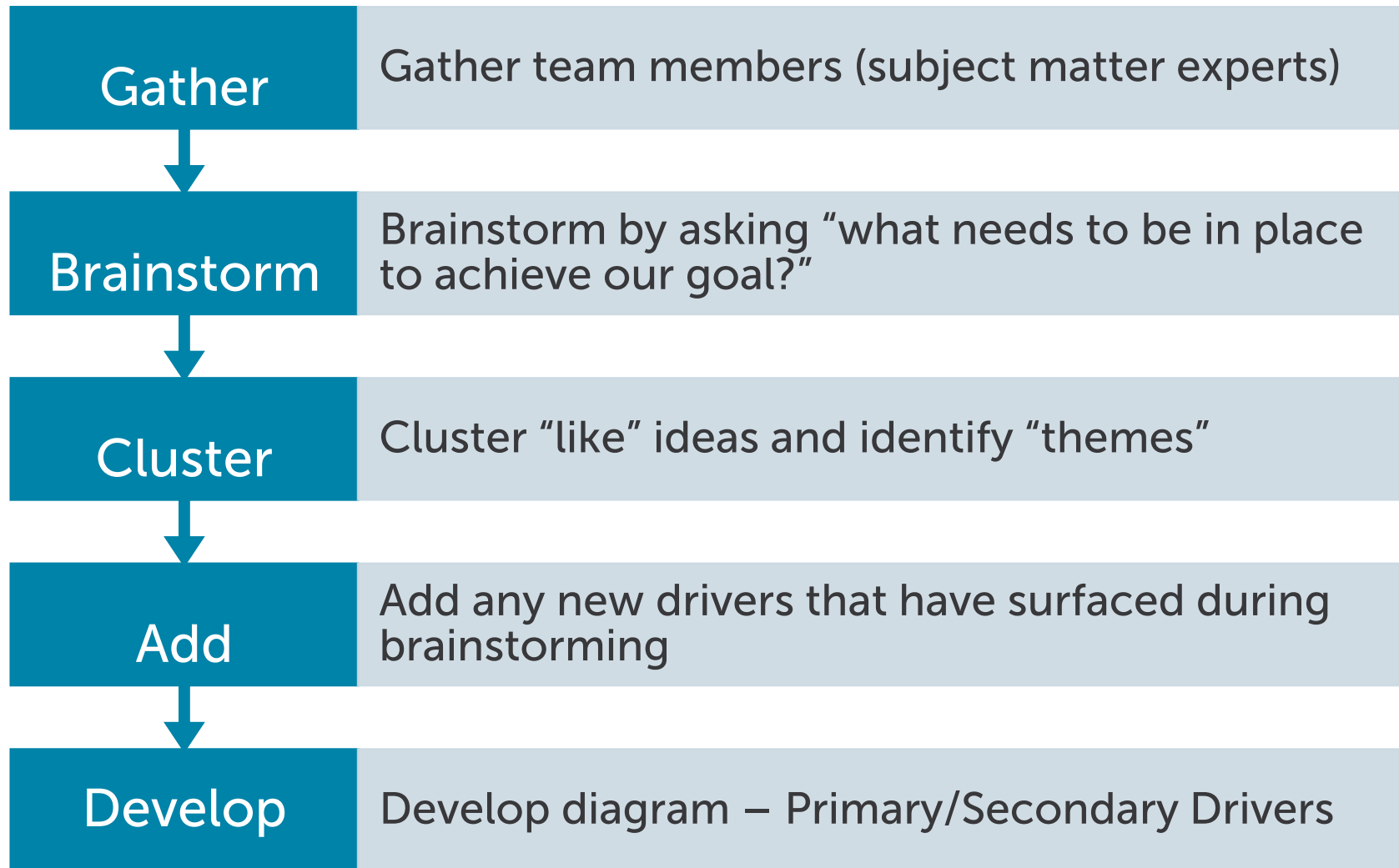


What are project drivers?

Drivers = Topic areas, themes, and/or ***high-level changes*** that your team will be focusing on to help achieve your project aim

Driver Diagrams show the relationship between your aim statement, these drivers, and your key activities

Steps to Develop a Driver Diagram



Driver Diagrams: Remember

- Include those who know the work best
- Two ways to start:
 - Primary drivers can be stated – brainstorm each primary driver
 - If primary drivers are less evident – brainstorm the secondary drivers (working backwards)
- No right or wrong
- One per Aim Statement



Aim Statement
"By September 2020, Main Street Clinic will build a MAT program that will include 3 x-waivered clinician and 50 patients enrolled in MAT"

Leadership and Culture

Leadership support the work, share vision for the program structure and staffing model, and all staff training on terminology and reducing stigma.

Program Performance Monitoring

MAT measures collected/reviewed monthly, (submit to ATSH quarterly). Also collect/monitor patient level outcomes

Review barriers and facilitators to MAT success in weekly or biweekly meetings with MAT team

Patient Identification and Initiating Care

Criteria & procedures in place to identify patient eligible for office-based MAT (screening, exams, reviewing clinical data)

Motivational interviewing employed to engage patients in MAT program

MAT Care Delivery and Monitoring Treatment Response

Protocols in place for starting, stabilizing, and maintaining care

Processes for physical exams, lab draws, conducting toxicology and other lab tests, refill and stabilization appointments (or groups), etc.

Care Coordination

MAT care is coordinated; protocols and processes are defined and optimized; registry is used to monitor MAT initiation and response

Referral processes are in place (specialty care, recovery services, social services)

Organizational Management Structures that Support MAT

Team identified with clear roles and responsibilities agreed to by entire MAT team, and collaborates regularly (weekly or biweekly)

Coordinate identification, recruitment, and training for more providers to get x-waivered

Change vs. Improvement

“All improvement requires change, but not every change is an improvement.”



Source: The Improvement Guide, Langley, et al., Chapter 6, p. 109

What Changes Can We Make that Will Result in Improvement?



Generating Change Ideas:

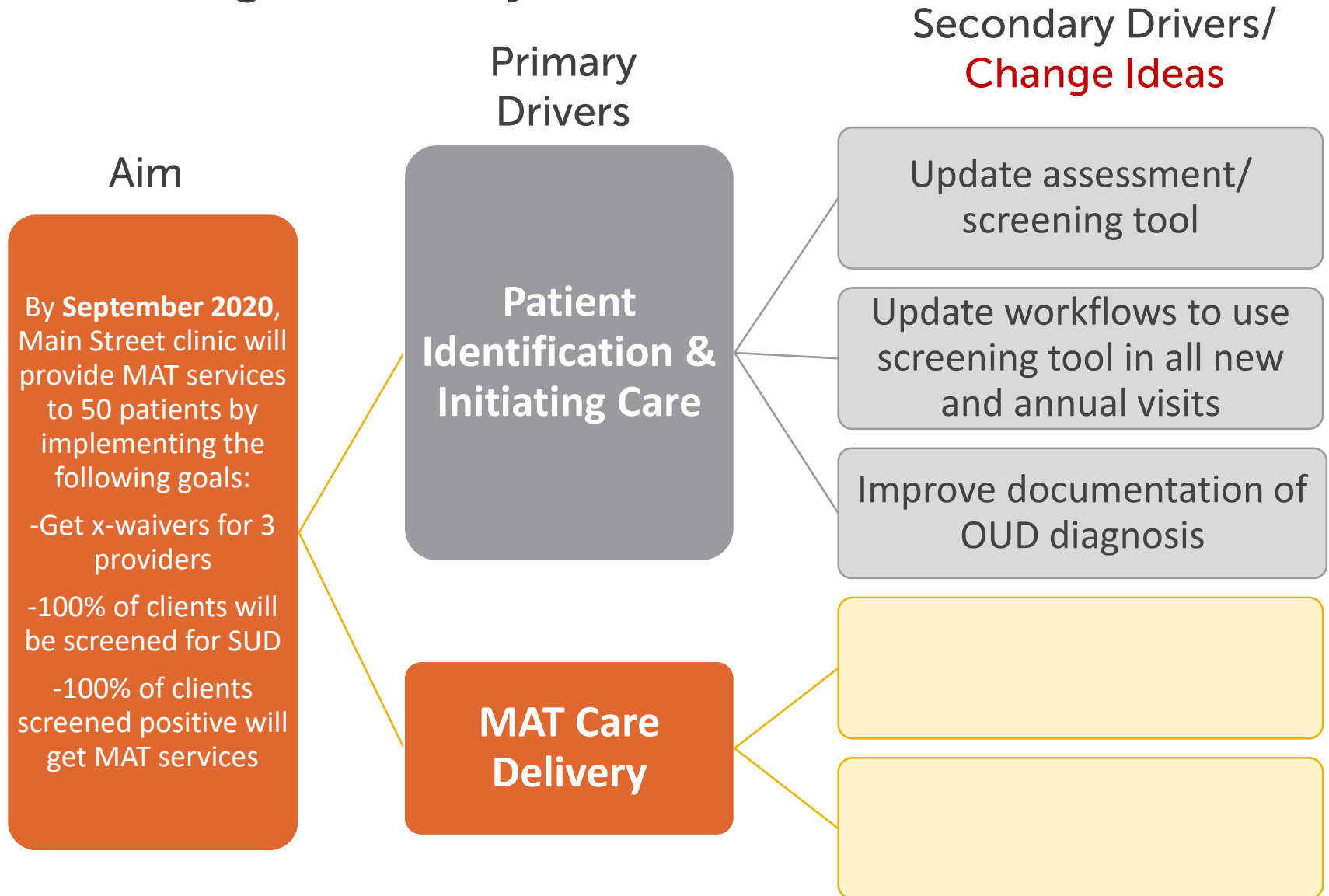
1. Process mapping
2. Input from patients
3. Brainstorming
4. Ideas from others
5. IMAT assessment

Source: Langley, G. J. (2014). *The improvement guide: A practical approach to enhancing organizational performance*. San Francisco, CA: Jossey-Bass.

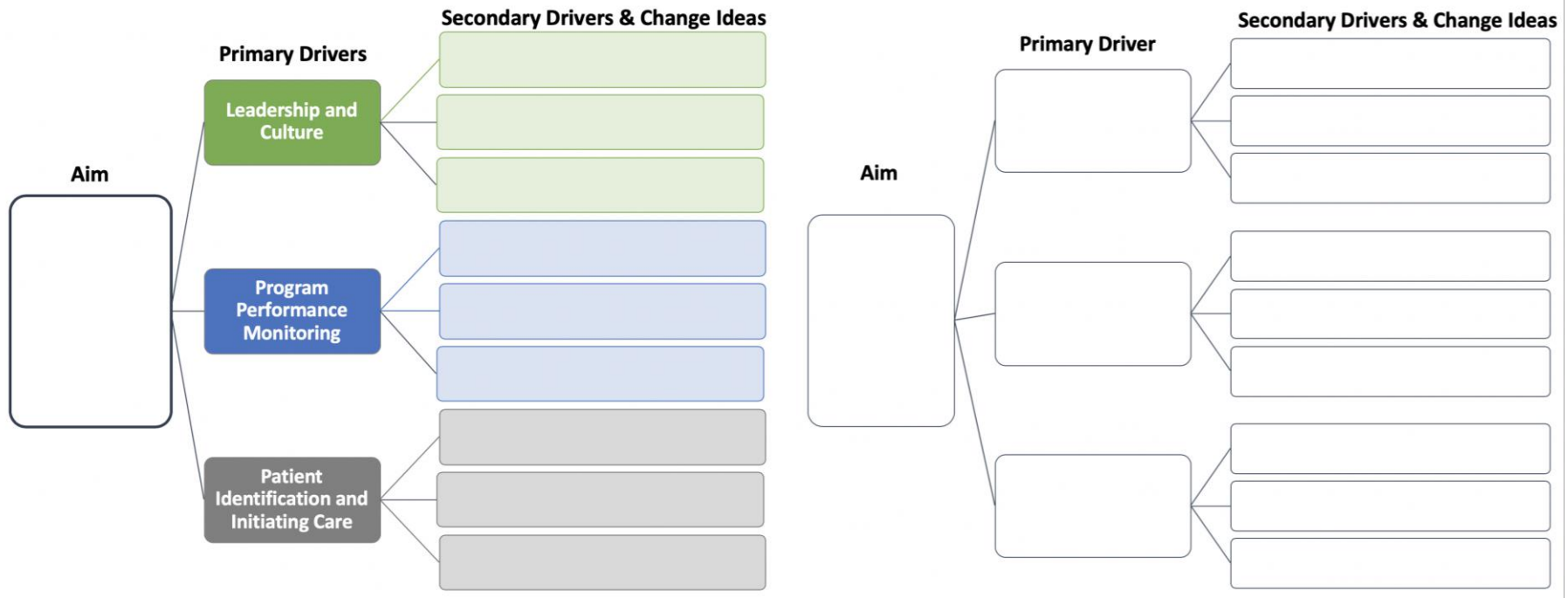
Drafting Your ATSH Project Driver Diagram



Visualizing Your Project



Begin Drafting Your Driver Diagrams



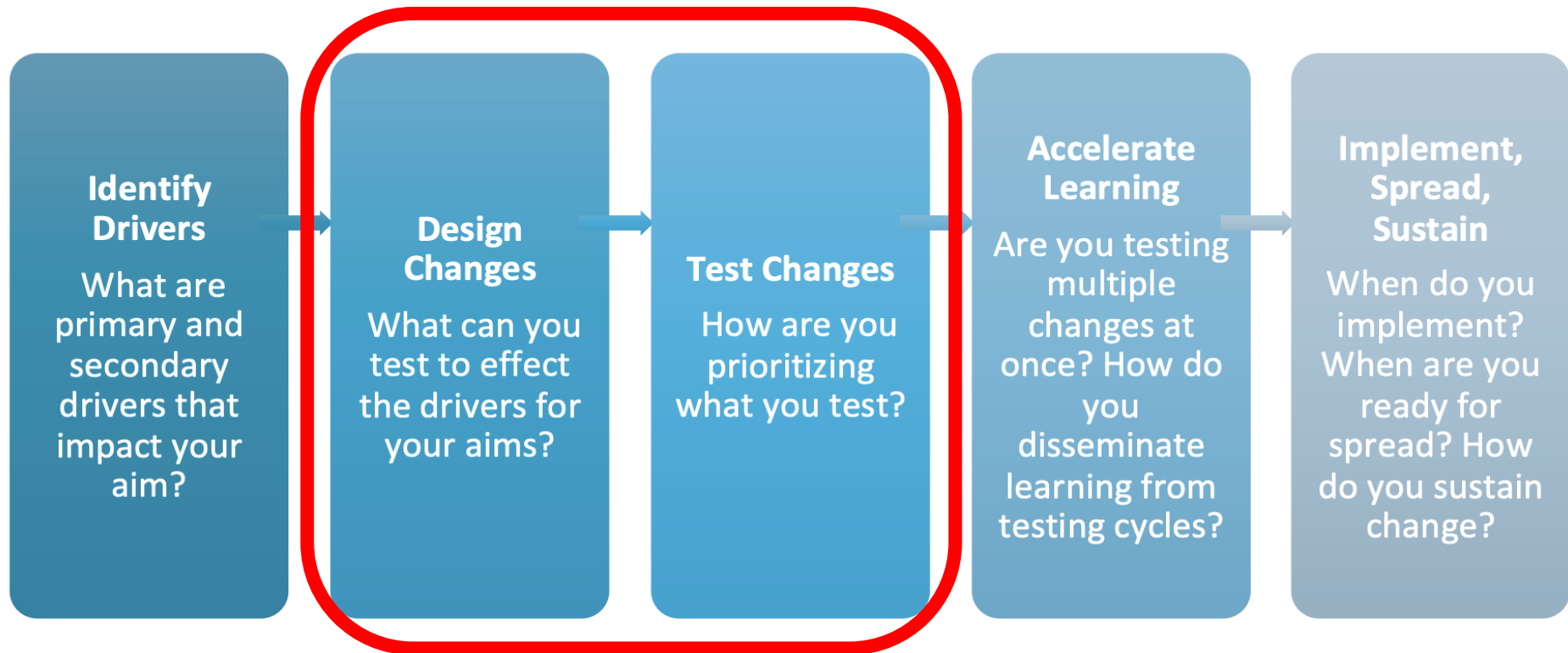
1. Review your IMAT-BH results and start identifying your MAT project drivers. Practice by identifying 1-2.
2. Then start identifying changes or key project activities for each driver. Practice by focusing on 1 driver.



Pair and Share

- For the next **5 minutes**, share your driver diagram with another team in the room
- Which Primary Drivers did you chose?
- What are 2-3 of the important change ideas or secondary drivers that your team identified?

Steps to Developing and Sustaining Strong MAT Programs



We do PDSAs everyday!

1



3



2



The Model for Improvement

Aim

- What are we trying to accomplish?

Aim

Measure

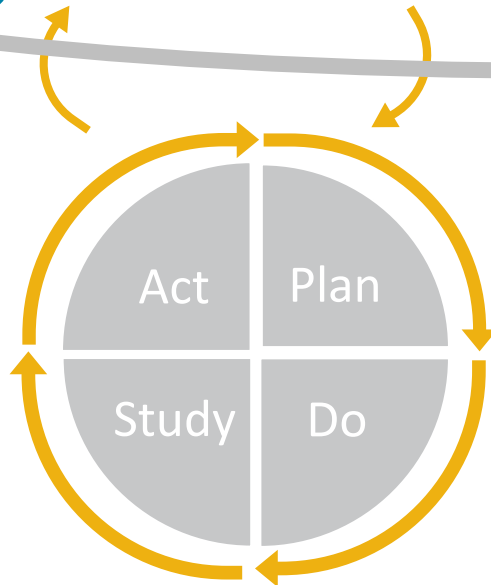
- How will we know if a change is an improvement?

Measurement

Change

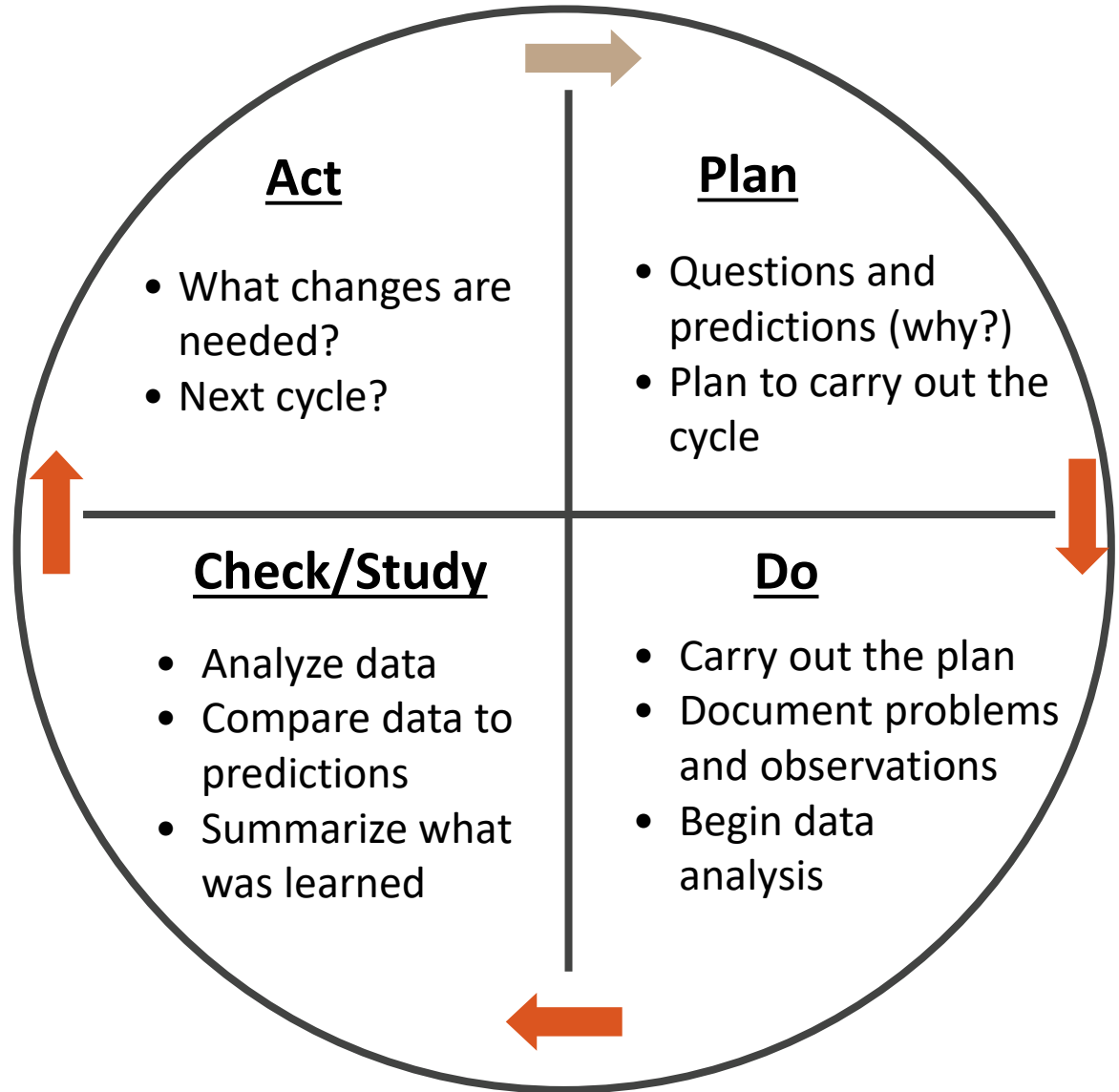
- What changes can we make that will result in an improvement?

Effective Ideas



Small Tests of change

PDSA – Rapid Cycle Improvement

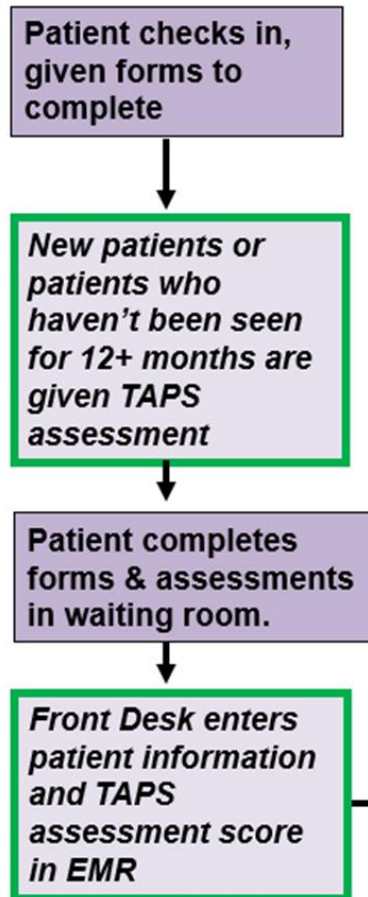


PDSAs Ideas: For Your ATSH Project

Addiction Screening Tools

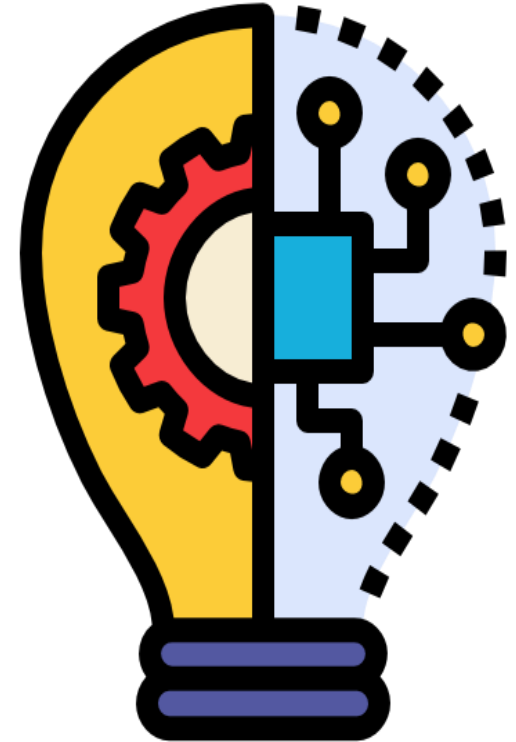
1. Have care team use TAPS screening tool with 5 patients in the morning
2. Use DAST screening tool w/ 5 patients in afternoon
3. For 2 days, front desk to give screening to all new patients
4. For 2 days, front desk to give screening to existing patients who haven't completed screening 1+years.

Adapted from the Institute for High Quality Care

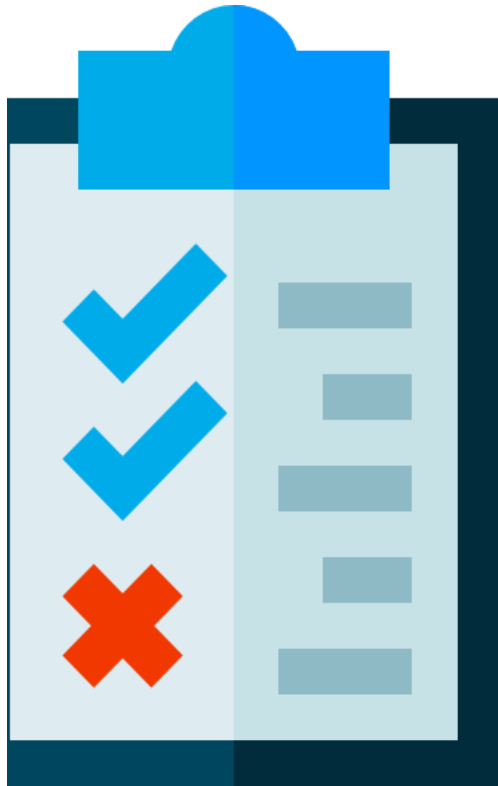


Why Do Small Tests of Change?

- Test **your belief** that the change will result in improvement
- Decide whether the proposed change **will work in your environment**
- Decide which **combinations of changes** will have the desired effects
- Evaluate **side effects** from a proposed change
- Engage others and **minimize resistance** upon implementation
- Gain **confidence** and a high degree of certainty about the change which then **leads to a pilot**
- Allows “**safety**” to fail small



Key Considerations



- **Size** of PDSA depends on type of change, variability in the change, resources, and expectations
- **Scale down** as much as you can, prototype where you can
- **Involve those doing the work** to develop PDSA
- **Collect data** that is meaningful, use sampling and qualitative data
- Start with the **ready and willing!**
- Test over a **wide range of conditions**

Questions?

