STEPS Program
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.
Patient Statistics

- STEPS currently has approximately 316 active patients.
- Breakdown of presenting problems:
  - 35% OUD
  - 16% AUD
  - 16% Polysubstance
  - 15% OUD/Safe Rx
  - 13% “Safe Rx”
  - 5% Other (SHUD, Polysubstance)
STEPS Staff Composition

- X-Waivered Providers (2 MDs, 1 PA, 1 FNP)
  - Provide MAT/SUD Treatment Services
- Department Director (Formerly Program Manager)
  - Oversees day to day operations
  - Ensures fiscal sustainability
  - BH services
- 2 RN Case Managers
  - Chart review for incoming referrals
  - Intakes
  - Management of cases (Labs, follow up with PCP, etc.)
STEPS Staff Composition

- Licensed Alcohol and Drug Counselor
  - Facilitates refill groups
  - Individual AOD counseling
- Psychologist and AMFT
  - “In house” psychotherapy and integrated BH for STEPS patients.
- 2 Medical Assistants
  - Prep patients for medical visits
  - Prep patients for refill groups
  - Tracking of patient data (For grant reporting)
- 3 Support Service Coordinators
  - Coordinate patient appointments between multiple providers and disciplines (Medical, BH, Nursing and AOD)
  - Provide operational and administrative support
STEPS Program Philosophies/Approaches for Staff Retention and Satisfaction

- Multidisciplinary Team (MDs, FNP, RNs, LCSWs, LAADC, MAs and support staff).
  - Integrated Treatment Model (Medical and Behavioral Health)
- Effective communication is a foundational component of program.
  - Team huddles start every clinic day.
  - “Curbside” huddles when needed for complex patients
- Hire for personality and cultural fit.
- Equal but different roles within program.
- Provide upward mobility and professional development for staff members.