




# 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.
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# 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.