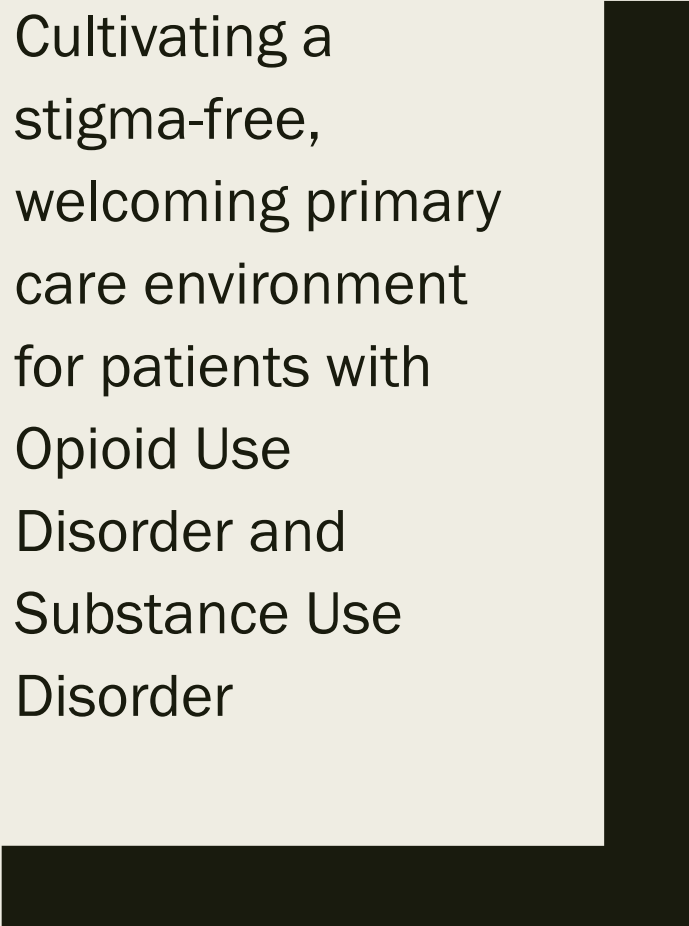




# MAT STAFF TRAINING AND CULTURE TRANSFORMATION



Cultivating a  
stigma-free,  
welcoming primary  
care environment  
for patients with  
Opioid Use  
Disorder and  
Substance Use  
Disorder

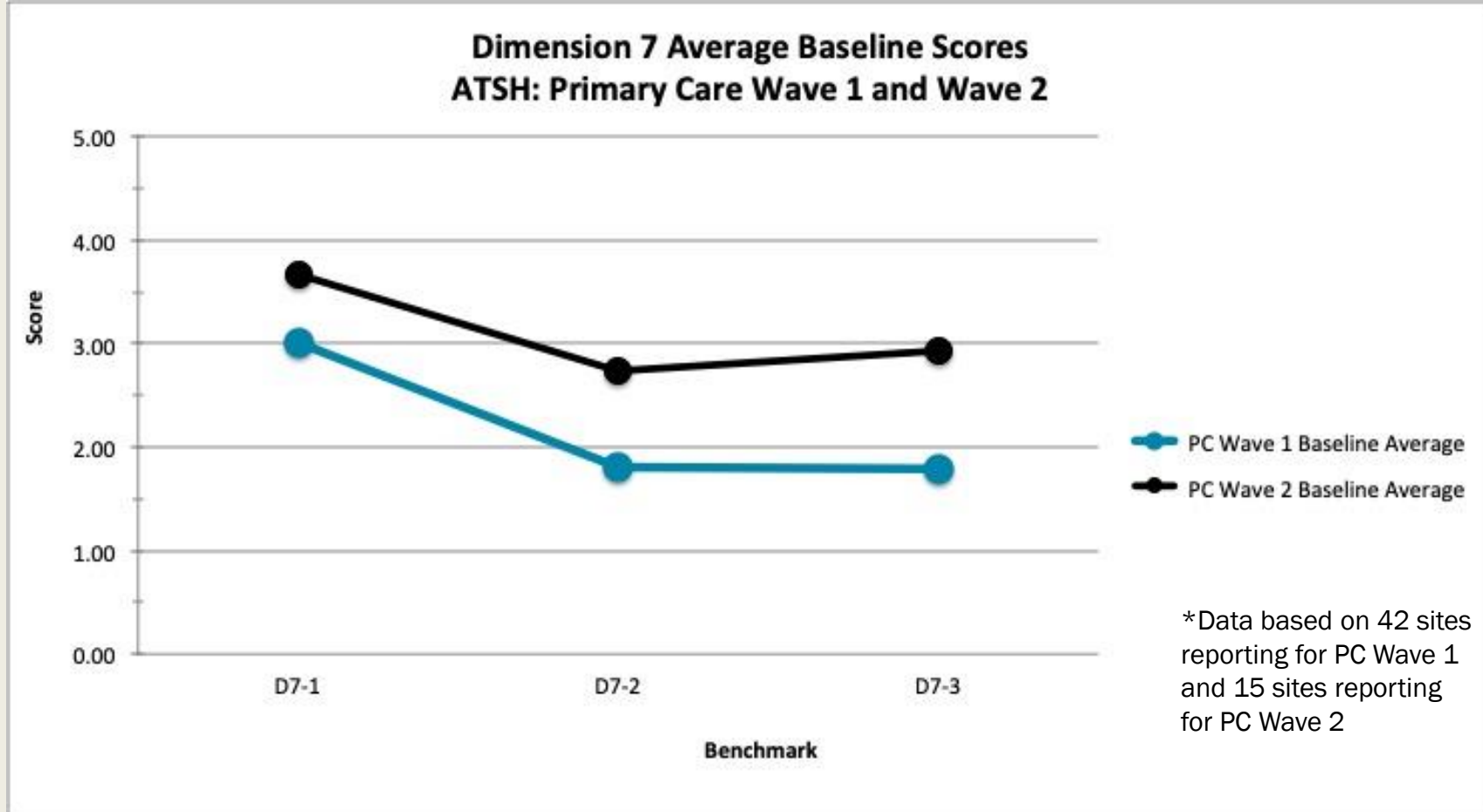


# Addiction Treatment Starts Here - Primary Care Capability Assessment

## Dimension 7: Staff Training and Development

- **D7-1:** X-waivered providers/prescribers and other clinicians are actively involved in CME or equivalent continuing education and other advanced learning opportunities focused on medication for OUD, addiction and integrated behavioral health care.
- **D7-2:** Systematic and required onboarding training program for non-clinical staff about substance use and their treatments.
- **D7-3:** Systematic and required onboarding and/or annual training program for all staff members in empathy and stigma reduction for persons with substance use disorders.





**D7-1:** On average, primary care teams' x-waivered providers/prescribers and other clinicians are active in advanced learning opportunities, maintaining good clinical practice

**D7-2:** On average, primary care teams are somewhere between having no organized training program for non-clinical staff members on SUD, and having optional/informal training programs.

**D7-3:** On average, primary care teams are somewhere between having no organized training program for all staff members in empathy and stigma reduction for persons with SUD, and having optional/informal training programs.

# Group activity

Working together with the people at your table, identify the top three or four *biggest challenges around staff training, clinic barriers to MAT and information gaps.*

*Write these challenges for group discussion.*



# Essentials to creating a MAT- informed primary care clinic

1. Buy-in from administration, board of directors and medical leadership
2. Identify staff training needs

MAT Disciplines

All departments

All-staff

3. Teach non-stigmatizing language. Teach the language of dignity.
4. Stay updated with new employee orientation and all-staff training.
5. Normalize care for substance use disorders – another chronic illness that we treat



# Buy-In and Support from the “C Suite” and Medical Leadership

- Request a meeting.
- Emphasize response to epidemic by providing access to MAT in health centers is fast-growing trend in care
  - *Listen to administration and leadership concerns about developing MAT care*
  - *Use data and statistics*
  - *CDC and ASAM information*
  - *<https://www.cdc.gov/drugoverdose/epidemic/index.html>*
  - *Encourage developing SBIRT and billing opportunities which come with SBIRT*
- Teach about best practices MAT program
  - *Multi-disciplinary, whole person care.*
  - *Sustainability through group visit billing.*
  - *Discuss the MAT grant opportunities which are easier to obtain if a well developed program.*





# Training the MAT Team

- Waivered and non-waivered providers
- Nursing staff
- Medical Assistants
- Behavioral Health clinicians
- Substance Use Counselors
- Weekly case reviews – not only improves patient care, provides an ongoing setting for team learning

# Training the MAT team

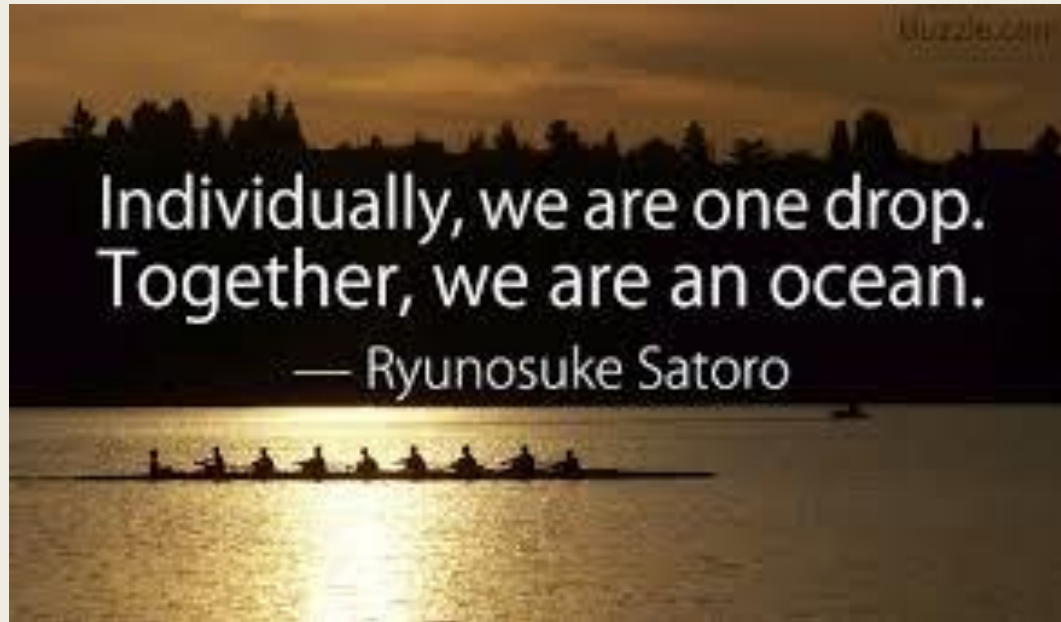
## Defined roles and staff workflows

- Educational learning for Waivered and soon to be waivered Providers.
  - *Establishing waiver training as priority. Support provider engagement in MAT and CSAM learning community.*
- RN/LVN – Care manager of MAT intakes, buprenorphine starts, follow-up and stabilization; care of refills and referrals to SUD, BH and primary care services. Case Management with outside agencies and resources.
- SUD Counselor – Group procedures, recovery Curriculums. Individual counseling. Treatment Agreement and Treatment Planning. Coordinate with team case management.

*No one can whistle a symphony. It takes a whole orchestra to play it*

*HE Luccock*





## Training the MAT team

### Defined roles and staff workflows

- Behavioral Health Therapists – need additional training in care for patients with substance use disorders.
- Medical Assistants – provide clear work flows, especially around group visits, charting for MAT and UDS protocols.
- MAT Care Coordinators or Navigators – MAT Fundamentals and SBIRT and MI training. Additional training in case management
- Recovery Coaches – must be trained as Peer Support Specialists
- SBIRT for all MAT team
- MI for all MAT team
- Policies & Procedures are essential for teamwork

# Clinic Culture Training all departments and all-staff meetings

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**Arrange** Arrange to send MAT team members to department meetings to educate about MAT and stigma. Best time is prior to launching of MAT but at any point in MAT program roll-out.

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**Discuss** Discuss how the MAT program will impact their workflow.

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**Answer** Answer questions about addiction and MAT care approaches.

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Educate about  
Harm Reduction

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**Address** Address stigma and language with support rather than judgement and being corrective.

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**Develop** Develop FAQs about MAT and Handouts on Non-stigmatizing language

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# All Staff Meetings

- Bi-annual, quarterly or annual all staff meetings offer an excellent opportunity to educate all employees about MAT services, integrated care and to continue with addressing stigma.
  - *With constant clinic turnover, there will be new personnel in the room.*
  - *Teach MAT Fundamentals in these settings and give a general view of patient pathway of care and staff workflows.*
  - *Cultivate a sense of pride in MAT program and how well we are responding to a crisis that is impacting the community*



# Stigma, Trauma and Empathy

- Address common causes of stigma:

~ It is not unusual to find the strongest stigma expressed towards persons with addictions within the walls of care, within our clinic cultures. Most of us have been directly touched by alcoholism and addictions – there are often feelings of frustration, anger, grief and loss which can color an individual's attitudes towards our patients who suffer with the diseases of addiction. ~

- Stigmatizing language
- Body language
- Key elements of a trauma-informed clinic and MAT program
- Empathy

em • pa • thy

*noun*

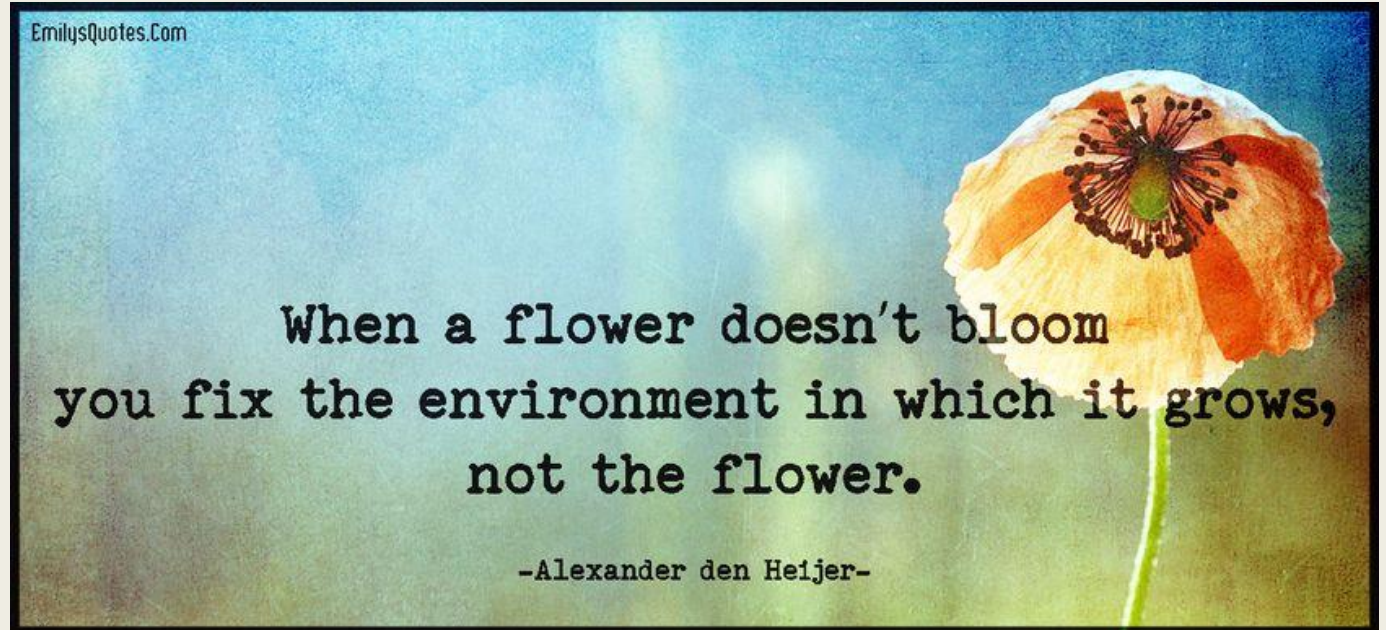
The ability to step into the shoes of another person, aiming to understand their feelings and perspectives, and to use that understanding to guide our actions.

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## Simple ways to change language, teach trauma sensitivity and empathetic

- Use “Positive” and “negative” rather than “dirty” or “clean” when discussing lab results such as urine drug screens
- “Relief seeking” rather than “med-seeking or drug seeking”
- “Substance Use” rather than Substance Abuse
- People with substance use disorders rather than Drug Addicts or “addict”

Offer dignity, respectful eye-contact, warmth, gentleness.



# Clinic training – where and when

- MAT team needs a “seat at the table”
  - *Ask to join Provider and Behavioral Health meetings at least once a month*
  - *Give a brief report on MAT program*
  - *Answer questions*
  - *Check-in on a regular basis on department managers if there are any new challenges due to MAT program.*
  - *Coming Soon MAT Nurses' Weekly Forum 12:00 -12:45*



# Staff Training Recommendations and Links

- *MAT For Everybody- The Fundamentals of Providing Compassionate Care in the Primary Care Setting* – with Katie Bell. Register here: <https://zoom.us/meeting/register/1b6921cdf2e061f07c24e00bf0acd2b8>
- Addiction 101 – with Dr. Corey Waller
- <https://www.youtube.com/watch?v=bwZcPwIRRcc&t=1s>
- SBIRT Training
- [https://psattcelearn.org/courses/4hr\\_sbirt/](https://psattcelearn.org/courses/4hr_sbirt/)
- Or invite UCLA SBIRT trainers to provide SBIRT training in the community. Counties or local hospitals might want to host.
- Motivational Interviewing:  
<http://berg-smithtraining.com/mi.htm>
- Core Competencies for Behavioral Health Clinicians  
<https://www.nationalcomplex.care/research-policy/resources/toolkits/coach/>

# Staff Training recommendations

- MAT-S – SUD Counselors can now receive additional certification

<https://ccappcredentialing.org/index.php/career-ladder/specialty-certifications/mats>

- Project Echo: Hub & Spoke meets 4<sup>th</sup> Monday of every month 12-1. Offers didactic and virtual case reviews.

<https://echo.unm.edu/about-echo/model/>

- Videos from our Experts- Boston Medical Center OBAT

<https://www.bmcobat.org/resources/?category=8>

- Narcan training in-services for all clinic staff

[https://www.dhcs.ca.gov/individuals/Documents/NDP\\_Flyer\\_v2.pdf](https://www.dhcs.ca.gov/individuals/Documents/NDP_Flyer_v2.pdf)



- MAT team members –train for discipline and role in MAT
- Departments and their function around MAT care
- Security, front desk and call centers – the face of the clinic
  - *Informational updates*
  - *FAQs*
  - *Non-stigmatizing language*
  - *Other Departments*
    - Dental
    - Behavioral Health
    - Other programs
      - *Tobacco Cessation*
      - *Diabetes*

# Creating Welcome for OUD patients A summary



## Group Activity

With your table, list 3 or 4 ways you can improve staff training and clinic culture.