Our ATSH Team

- **Our Core MAT Team:**
  - **Joon Suh**, LCSW, MSW, Behavioral Health Therapist
  - **Sang Moon**, LCSW, MSW, Director of Business Intelligence
  - **Eric Schluederberg**, DO, X-waivered Primary Care Provider
  - **Samantha McKee**, QI Patient Care Coordinator 2, Quantitative Analyst
  - **Daniel Kim**, Case Worker, Care Coordination

- **Our Site’s MAT Team by Function and FTE:**
  - MAT Prescribers: 2
  - Nursing: 1
  - Social Work: 2
  - Behavioral Health: 2
Current State [site level]

- **Our community:** Kheir is located in the Koreatown neighborhood of Los Angeles, home to the largest group of Koreans in the world outside of Korea, though there is a significant and growing Latino population as well. About 32.5% of the residents in Kheir’s service area are on Medicaid or other public insurance, 49.4% are on Medicare or private insurance, and 17.9% are uninsured. Though Kheir’s OUD patient population is currently small, it is suspected that a sizeable number of community members may be struggling but conceal their condition or don’t think to seek treatment at an FQHC. Kheir maintains relationships with area hospitals, and follow-ups are conducted when a Kheir patient is admitted to the ER. Psychiatric patients with more severe conditions are referred to nearby behavioral health clinics.

- **Current state:**
  - **Short description of our MAT program:** Treatment varies and is individualized to each clinician’s preference. Initial MAT services start with a patient scheduling an appointment with one of our x-waivered providers. We do not offer in-house drug testing or pharmaceutical services.
  - **Capacity:** 2 x-waivered providers.
  - **Patient population:** 24 patients received MAT in the previous 6 months.

- **Goals for ATSH participation:** Increase quality and accessibility of MAT services for our OUD patient population and reach out to individuals suffering from OUD in the Koreatown area.
Capability Assessment: What We Learned

- In completing the assessment, we were surprised by the absence of standardized protocol for treating OUD patients.

- Our team’s areas of strength:
  - Our linguistic capacities and culture competencies. Most of our staff speak 2 or more languages. We offer our full range of services in English, Korean, Spanish, and Bengali, with some support for Mandarin and Thai as well.
  - We are staffed with 2 experienced X-waivered providers.
  - We offer integrated behavioral health services in a primary care setting.

- Areas for development: Care coordination, standardization of protocol, and formation of a core MAT team. We want to move toward a team-based approach to OUD treatment.
Current State Assessment

- We used the following methods to learn more about our current state: Chart reviews and staff feedback.

- We spoke to:
  - Staff: LVN, MA’s, Primary Care Providers, Case Worker, Behavioral Health providers
  - Patients: Patients who have received care for addiction at a detox center or residential rehab.

- From providers and staff we learned: We don’t have established protocols or standardization in the clinic in regards to treating OUD patients. We also don’t have an established evaluation tool used across all x-waivered providers.

- From patients we learned: It’s difficult to utilize inpatient rehab centers in Kheir’s area. A few patients go to Methadone Clinics and attend NA meetings. It would be less costly to receive MAT at a Primary Care Clinic.

- Other insights we gathered from current state activities: 80% of patients on MAT have adhered to their medication continuously.

- We received the following feedback on the appropriateness and acceptability of using MAT in our clinic: Providers support expanding the program, but appointment availability is a concern.
Our Team Has Been Wondering . . .

- Our questions to other teams:
  - Effective outreach strategies
  - Scheduling of OUD patients (EHR tools used)
  - Group sessions (How often, who’s involved?)
  - Drug counselors
  - Addiction Certification program (ASAM and ABPM)

- Our questions for faculty: X-waivered vs MAT certified?

- We need support to accomplish: Outreach
Advice/Guidance/Tools For Other Teams

- Do you have policies, protocols, tools to share with others? Not yet
- Are there specific content areas or specific sub populations where your team has developed deep expertise and you may serve as faculty or do more formal sharing? Not yet