



Kheir Clinic
이웃케어클리닉
Kheir Community Clinic
Clínica Kheir

Joon Suh, LCSW, MSW

Sang Moon, LCSW, MSW

Eric Schluederberg, DO

Samantha McKee, QI Patient Care Coordinator 2

Daniel Kim, Case Worker

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