Introductory Interview

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LAC+USC Adult Primary Care

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LAC+USC Adult Primary Care East + West Clinics

- LAC+USC Medical Center is the cornerstone safety-net institution in LA County Dept of Health Services
- ~45,000 total patients empaneled in Adult Primary Care
- PC East Clinic is the outpatient continuity site for all USC IM residents
- PC West Clinic is the first PCMH established on LAC+USC campus
- Team-based MAT model
- Collaborative efforts across both clinics

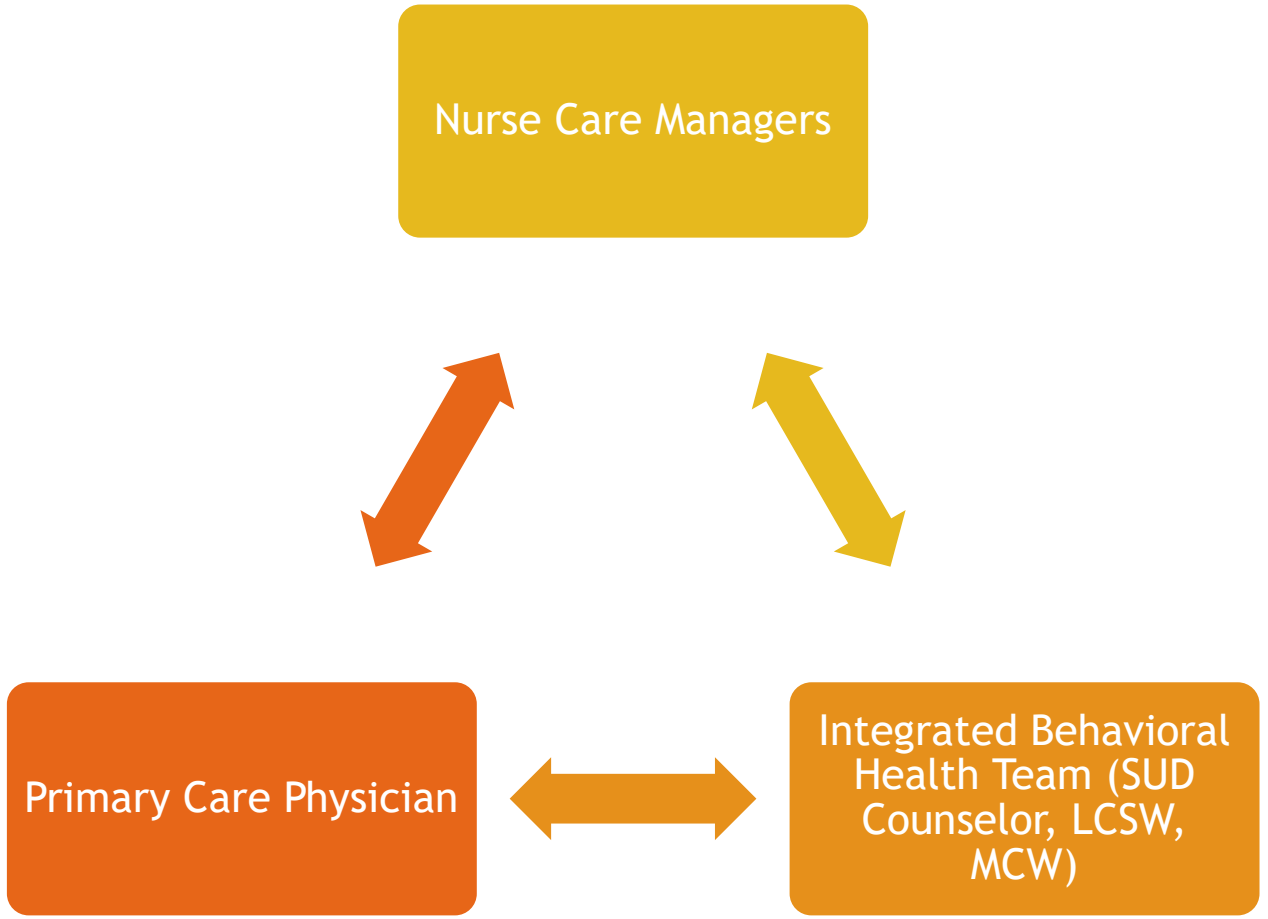
Developing MAT Clinic Operations

Ryan Graddy and Manuel Campa

2 Clinics 1 MAT Model

- Attendings + Resident Trainee Clinics have both engaged on a parallel MAT Program development journey.
- Two different provider workforces under the same PCMH model and delivering integrated behavioral health and SUD services.
- Both clinics on a similar trajectory for improved MAT integration following participation in ATSH Wave 2 and now the ATSH Learning Network.
- Maintenance of partnership between the clinics for human-centered design improvements for MAT delivery.

Referral & Communication Triad



Nursing Roles in MAT Program

- Identify and refer to SUD Counselor/Social Work and internally to PCP for MAT
- CMAs coordinate and arrange close follow-up appointments for patients both for PCP and SW
- Nurse care managers (RNs) provide counseling and support, assist with medication adherence, communicate with other team members
- RNs and LVNs administer IM naltrexone during nursing or provider visits

PCP Roles in MAT Program

- Partner with patients to develop therapeutic longitudinal relationships
- Identify and refer to SUD Counselor/Social Work
- Formulate treatment plans and prescribe MAT
- Foster regular and clear communication among team members
- Oversee comprehensive patient health needs

Co-design Across Clinics

- East and West Clinics both provide MAT in similar settings, share learning to improve processes in both
  - Ex: ordering troubleshooting for IM naltrexone
- Miniature "learning network" included observation, journey mapping, and joint prototyping sessions to develop a uniform model.
- Shared SUD Counselor & integrated psychiatrists support care teams and patients in both clinics.

Future Directions

- Enhance substance use screening at intake to better identify people with SUDs who may benefit from services
- Roll out of contingency management led by SUD counselor for stimulant use disorder
- Provide additional language and stigma training to staff as part of work to shift culture in clinics
- Improve relationship with other points of entry/SUD treatment within LAC+USC system - i.e. urgent care MAT and contingency management

Integrated Behavioral Health & MAT

Manuel Campa, Brenda Ponce,
and Teresa Ejanda-Sano

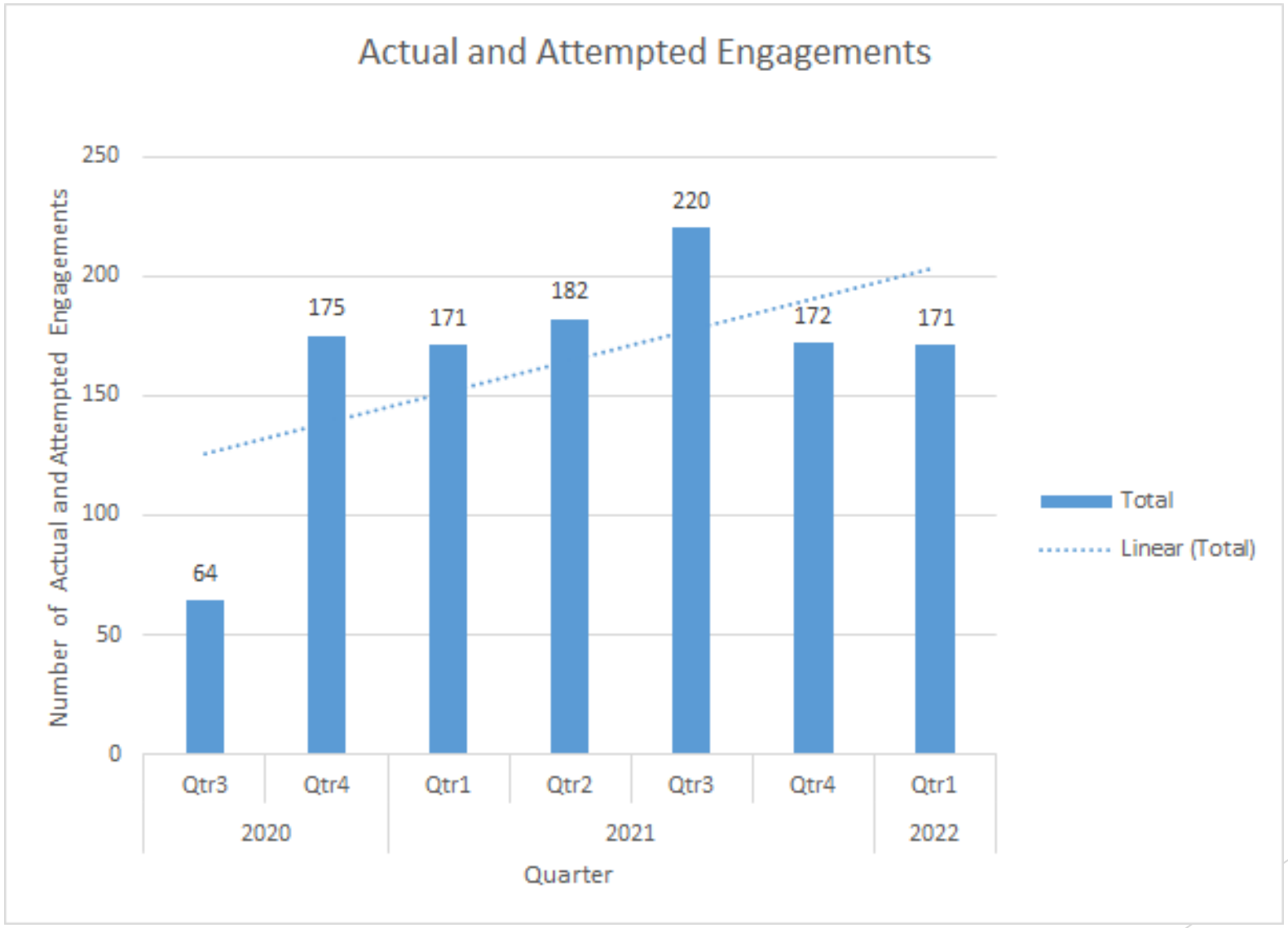
Transforming an Integrated SUD-Counselor within Primary Care

- 2018 – Co-located SUD counselor assigned to Adult Primary Care Clinics
- 2019
  - LA County Dept of Health Services formally adopts the Integrated Behavioral Health Model
  - Participation in Addiction Treatment Starts Here Wave 2
- June 2020 – Social Work Supervisor with MAT experience joins the PC Team
  - Patients referred by doctors and CMAs in Primary Care
  - Conducted outreach using list of patients receiving MAT
  - In-person visits for psychoeducation and support

Transforming an Integrated SUD-Counselor within Primary Care

- Present Day
  - Outreach list provided by Department of Health Services
  - SUD counselor has built relationships with Care Managers and other clinic staff through the past two year leading to an increase referrals from the Care Managers and Behavioral Integration Team
  - Phone visits provide more accessibility/options for SUDC to connect with patients
  - Attempting to bridge services with inpatient SUDC
  - Explored use of Whole Person Care SUD report
  - Exploring how to bridge services from ED and Urgent Care to Primary Care
  - Collaborations with interdisciplinary teams, case conferencing, and DHS wide SUD Collaboration

Volume of Patients



Conferencing

Collaborative care and case conferencing for BH + SUD

Enhanced Care Management (ECM) case conferencing and presenting SUD patients

Integrating Partnerships

- Whole Person Care Collaboration
- The Wellness Center
- LAC+USC Inpatient-based addiction services
- Working towards building and rebuilding relationships with treatment centers post pandemic

Future Opportunities

- Working towards building and rebuilding relationships with treatment centers post pandemic
- Organize and set-up in-person support groups for patients receiving MAT
- Promoting MAT service by posting information throughout hospital campus
- Increased SUDC participation in BHI Case Conferencing