

# Martin Luther King, Jr.

OUTPATIENT CENTER

***Addiction Treatment Starts Here – Primary Care  
Center for Care Innovations  
April 2019 Convening***

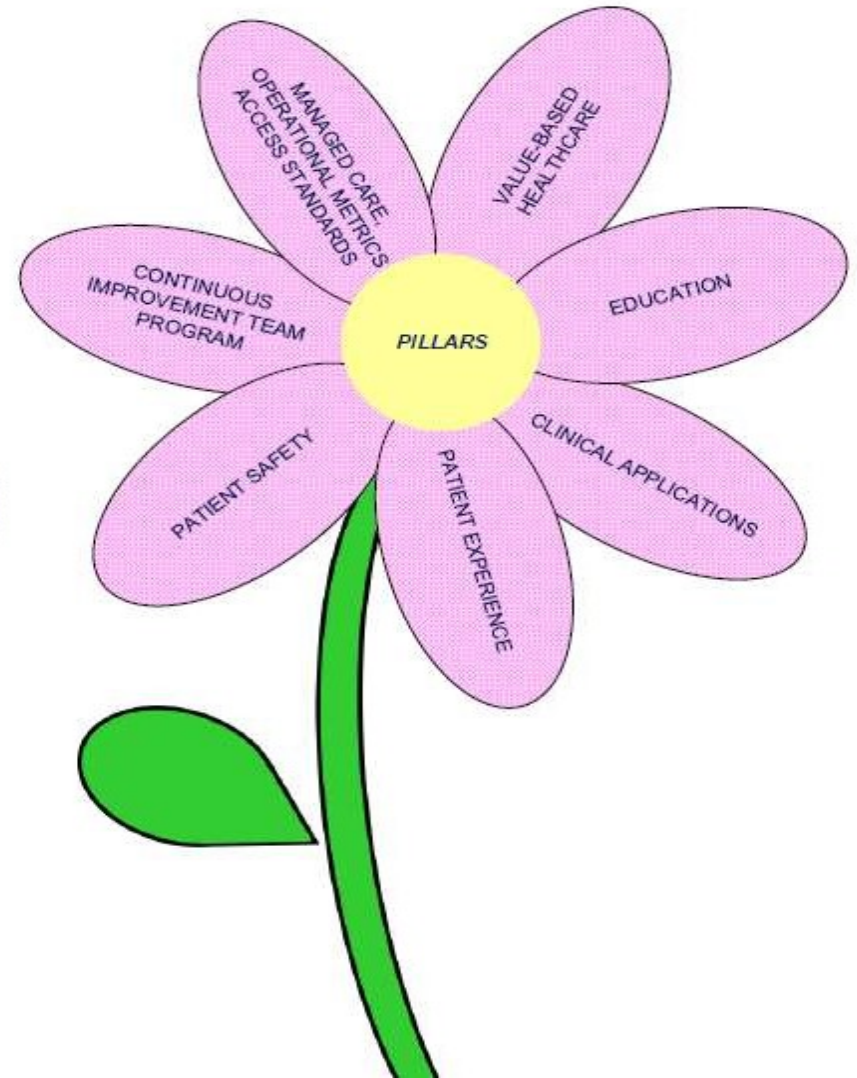
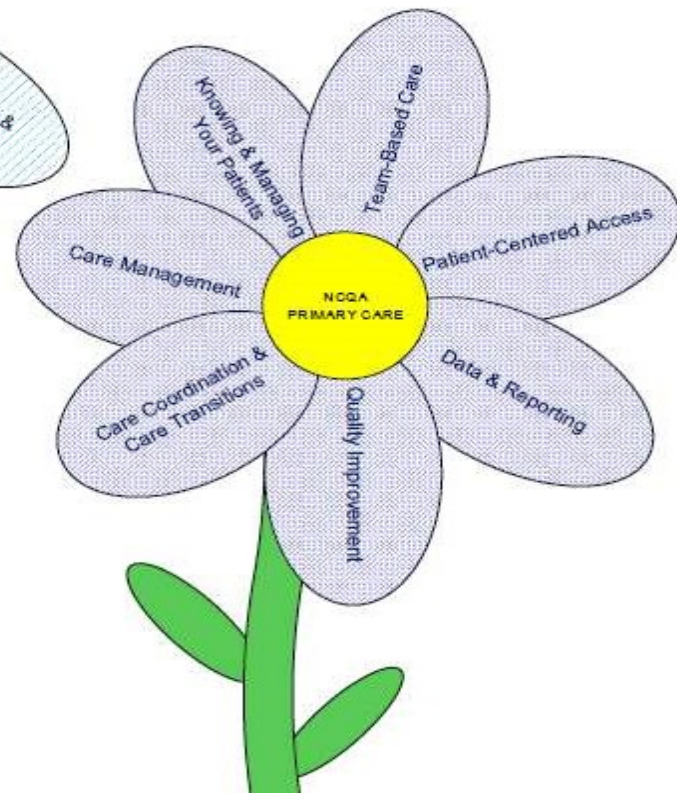
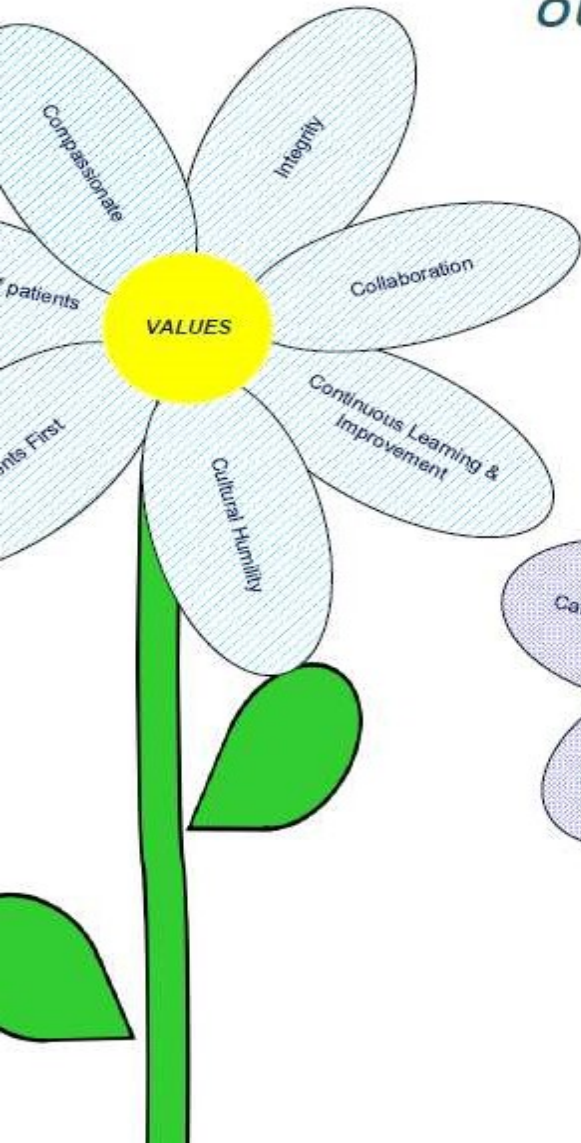


**Ambulatory Care Network**  
HEALTH SERVICES • LOS ANGELES COUNTY  
*Quality • Compassion • Responsibility*



**Health Services**  
LOS ANGELES COUNTY

*We deliver the healthcare that we would want for ourselves and our loved ones.*



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# Our ATSH Team

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- Our Core MAT Team:
  - Ashley McIlhenny, Nurse Practitioner, Lead Clinician
  - Rachel Jamaledine, Medical Case Worker
  - Linda Reyna, Licensed Clinical Social Worker
  - Nancy Garcia, Clinical Social Worker
  - Yasser Aman, Chief of Medical Campus Integration, provides social work oversight
  - KhanhPhong Trinh, Director of Continuity Care
- Our Site's MAT Team by Function and FTE:
  - MAT Prescribers: Ashley McIlhenny, NP
  - Nursing: Kimberly Boyd, LVN
  - Social Work: Nancy Garcia, Rachel Jamaledine, and Linda Reyna
  - Behavioral Health: Dr. Valerie Pintado

# A Little About Us

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## **MLK OPC**

- Multi-specialty ambulatory care center in the heart of South Los Angeles
- Primary care delivered in 7 distinct sites

## **THE MLK MEDICAL CAMPUS**

- MLK OPC
- MLK Community Hospital
- Augustus Hawkins Mental Health Center
- Charles Drew University
- MLK Center for Public Health
- Exodus Recovery
- Recuperative Care Center

# MLK Medical Campus

## Martin Luther King, Jr. Medical Campus



1. MARTIN LUTHER KING Jr. OUTPATIENT CENTER
2. HOSPITAL SERVICES BUILDING (HSB)
3. FACILITIES MANAGEMENT / CENTRAL PLANT
4. LEROY WEEKES/NORTH SUPPORT BUILDING
5. ANCILLARY BUILDING
6. MARTIN LUTHER KING Jr. COMMUNITY HOSPITAL MAIN LOBBY
7. MARTIN LUTHER KING Jr. COMMUNITY HOSPITAL
8. AUGUSTUS HAWKINS PSYCHIATRIC AND CLINICAL SCIENCES BUILDING

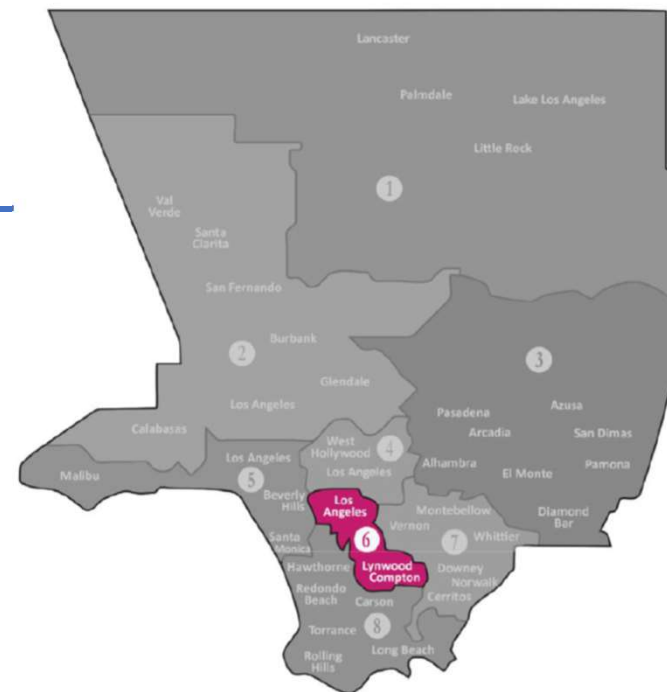
9. PARKING STRUCTURE-STAFF ONLY
10. MLK MENTAL HEALTH URGENT CARE/EXODUS
11. GENESIS BUILDING
12. OASIS CLINIC
13. JARON J. GAMMONS SOUTHWEST AREA PEDIATRIC HUB
14. I&R / WEST SUPPORT BUILDING (RECUPERATIVE CARE CENTER)
15. FUTURE SITE OF CHILD CARE CENTER
16. FIRE STATION

17. SUPPLY CHAIN OPERATIONS
18. ACUTE UNIT (OLD MACC)
19. MARTIN LUTHER KING Jr. CENTER FOR PUBLIC HEALTH

# A Little About Us

## OUR COMMUNITY

- South Los Angeles
- Service Planning Area (SPA) 6



### Demographics

Demographics	Los Angeles County	SPA 6
Total population <sup>1</sup>	10,019,362	1,030,078
% male/female <sup>1</sup>	49%/51%	49%/51%
% of population ages 0-17 <sup>1</sup>	23%	30%
% of population ages 65+ <sup>1</sup>	12%	8%
% of adults who report having a disability <sup>2</sup>	19%	17%
% of adults who primarily speak English at home <sup>2</sup>	61%	47%

### Racial/Ethnic Disparities

Health Indicator	Los Angeles County	SPA 6				
		SPA 6 Overall	White	Black	Latino	Asian
% of adults with less than a high school diploma <sup>3</sup>	24%	44%	14%	16%	61%	14%
% of population that lives in poverty (household income <100% Federal Poverty Level [FPL]) <sup>3</sup>	17%	31%	33%	27%	32%	35%
Median household income <sup>3</sup>	\$56,241	\$36,400	\$53,902	\$35,545	\$37,897	\$33,561
% of households that are crowded <sup>a,3</sup>	12%	22%	6%	6%	37%	10%
% of population that is foreign-born <sup>3</sup>	35%	36%	14%	5%	50%	62%
Life expectancy (in years) <sup>4</sup>	81.8	78.1	70.6	74.0	84.6	80.7 <sup>b</sup>

# Our MAT Program's Current State

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- MAT services for OUD and alcohol dependence primarily delivered at the Haven Clinic at MLK OPC, established in 2016
- Haven Clinic also provides services for patients with other substance use disorders
- Patients with OUD who are actively engaged is small (currently just 1 patient)
- **Goals for ATSH participation:** We hope to better integrate MAT and SUD services into primary care and partner with other entities on campus by:
  - Adopting standardized protocols for the screening, identification, and assessment of patients with opioid use disorder to increase referrals to our Haven clinic
  - Scaling up our capacity to accept referrals from hospitals, emergency rooms, and other community settings where patients with opioid use disorder obtain care
  - Strengthening our linkages with local opioid treatment programs, specialty SUD care services, and specialty mental health services for patients that need these referrals, and
  - Incorporating outpatient psychosocial behavioral health treatment into our clinic.



# Capability Assessment: What We Learned

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- In completing the assessment, we were surprised by:
  1. Limited knowledge of SUD by non clinical staff
  2. Limited knowledge of HIPAA and 42 CFR compliance
  3. Limited ability to efficiently and effectively coordinate care with community partners
- Our team's areas of strength:
  - Commitment, Passion, Dedication, and Knowledge
- Areas for development:
  - Community partnerships
  - Patient recruitment
  - Patient retention

# Current State Assessment

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- Face to face interviews with Staff and Patients
- From providers and staff we learned:
  - There remains confusion regarding how to refer patients for MAT services
  - What SUDs can be treated with MAT
  - Apprehension to address substance use with patients
- From patients we learned:
  - Limited awareness of medication options for the treatment of OUD.
  - Internal conflicts about accepting additional prescribed medications for their illicit prescription use
  - Difficulty in making self referrals for MAT services
- We received the following feedback on the appropriateness and acceptability of using MAT in our clinic:
  - Great on-site service available
  - Primary care services incorporated into MAT services
  - Substance use counseling on-site

# Our Team Has Been Wondering . . .

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- Our questions to other teams:
  - How did you recruit and retain your current patients?
  - How did you get the “buy-in” from all staff within the clinic?
  - How are you promoting your services?
- Our questions for faculty:
  - What does a successful MAT program look like?
  - What challenges have you encountered when implementing MAT services?
- We need support to accomplish:
  - Increased recruitment of patients
  - Promoting/advertising our services within our community
  - Retention of clients

# Advice/Guidance/Tools For Other Teams

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- Do you have policies, protocols, tools to share with others?

We are working on developing policies and protocols.

- 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?
  - Alcohol Use Disorders
  - Long-acting Naltrexone use
  - Motivational Interviewing