



FRISBIE MEMORIAL HOSPITAL

MEDICATION ASSISTED TREATMENT

INITIAL PLANS

- Developed interdisciplinary team
- Obtained sample policies; edited and approved
- Obtained sample documentation; edited, approved, built in EHR
- Social Workers were engaged and evaluating counseling options
- MAT Care Coordinator position approved & hired into
- Education
 - Providers and staff received basic education
 - MAT Care Coordinator and back-up attended additional training

WAVE 1 CHALLENGES – MENTAL HEALTH

- 2 Social Workers were initially engaged
 - 1 SW tried to obtain his NH LDAC but was unable without retesting, thus he declined to pursue further
 - Social Workers have been realigned under new leadership resulting in less engagement than anticipated
- January 2018, education session attended by a physician & social worker where it challenged that counseling should be an encouraged part of treatment, but not a barrier to treatment
 - Counseling changed from mandatory to encouraged/discussed
- Counseling options in Rochester, NH are in flux (Rochester Recovery Center, SOS, Community Partners, etc)

WAVE 2 CHALLENGES – PATIENT ENROLLMENT

- In May we gave the **Green** Light to start seeing patients
 - Based on providers stating they had several potential patients, we asked that each provider enroll no more than 10 patients initially, to allow evaluation of processes and adequacy of dedicated resources (Initial max: 50 in the program)
 - One month after program start, 0 patients were enrolled
- June 2018, 1:1 meetings were held with providers at 1 practice
 - Several patients were referred to the MAT Nurse Care Coordinator
 - It was discovered that 1 patient was already started
 - 10 patients were enrolled in the program by July 2018
- September 2018, meeting held with providers at second practice to learn they did not have any appropriate patients to refer; however they open to new referrals

WAVE 3 CHALLENGES – WORKFORCE

- 4 Physicians and 1 NP become waived across two practices
 - 1 physician, with the most flexible schedule, left FMH
 - The remaining 4 providers have close to a full panel
 - The most passionate MAT provider is taking new patients for the provider that left
 - Now ask Waivered providers to cover each other across practices
- MAT Nurse Care Coordinator hired March 2018
 - Significant practice shortages has delayed her assuming this role full-time
- Back-up staff to MAT Care Coordinator resigned
 - Need to start training a new staff member

EDUCATION SUCCESSES

- August 2018, started participation in the MAT ECHO program which offers monthly case reviews and CME for providers and MAT team members. First 3 sessions attended by at least 5 members (providers, SW, and nursing).
- MAT Care Coordinator – Most Valuable Education
 - Recovery Coach Academy
 - Initial Training on Addiction & Recovery
 - Safe Station Academy

PATIENT SUCCESSES

- 12 patient have started the program
 - 11 on Suboxone
 - 1 on Vivitrol
 - 3 initiated by FMH
 - 9 transferred maintenance
- 6 patients are receiving counseling/group therapy support
- 9/9 (100%) have stayed in the program over 90 days
- Increased patient support
 - Avg minutes seen in office/month: 120
 - Avg minutes spoken to over phone/month: 40

NEXT STEPS

- Update policies to reflect practice
- Place all education material on the FMH intranet
- Place all forms online
- Enhance communication about the program
 - Develop brochures about MAT program
 - Business cards for MAT Care Coordinator
- Ensure clear communication and support for patients
 - Voicemail communicates availability
 - Develop back-up plans for vacations and unplanned illness of MAT Care Coordinator
- Further evaluate Chronic Care Management billing for financial sustainability

NEXT STEPS

- Enhance provider access for timely referrals in the outpatient setting
 - Goal: Ability to schedule a patient within 3 days of request
 - Exploring potential of having a dedicated MAT provider
- MAT Care Coordinator and Peer Support Coach collaboration
- Explore starting Suboxone in the ED
 - MAT Care Coordinator notified of patient
 - Seen by MAT provider within 3 days of discharge
- Explore starting Suboxone in the hospital
 - MAT Care Coordinator to round on patients to assist with transition
 - Seen by MAT provider within 7 days of discharge
- Explore OBs becoming waived
 - MAT Care Coordinator to help patients similar to PCP offices

