




Reducing barriers for patients with an opioid use disorder.

A QI Project



Aim of Project

Ensure **100%** of clients with **OD** in Williams Lake and its surrounding areas up to 80kms have **consistent access to medication, mental health and clinical decision-making support within 72 hours of asking for help.**



Why ER focus?

First point of contact for a lot of patients

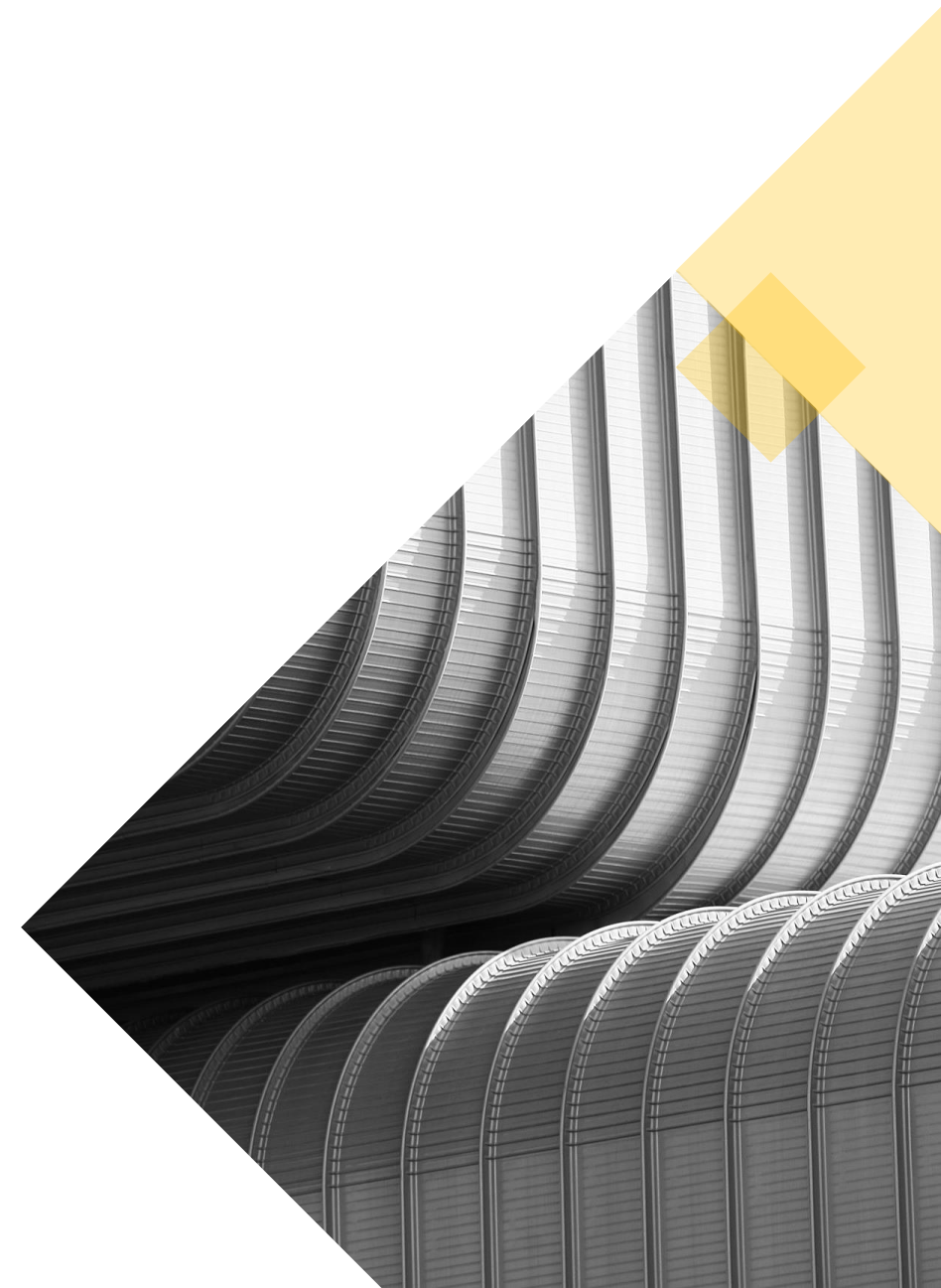
- Unattached
- Traveling through
- Situational Crisis.

Streamlining patient flow

Frequent flyers.

Another arrow in quiver.

Able to measure.



Addressing Opioid Addictions

Increasing Access to OAT in the Cariboo

TEAM INVOLVED

- Dr. Chris Kriek
Project Participants:
- Alyshia Morgan
 - Ali Vrzal

AIM STATEMENT

Ensure 95% of patients with an OUD in Williams Lake and its surrounding areas up to 80kms who present to Cariboo Memorial Hospital Emergency Room looking to start OAT will have access to a Suboxone Induction, contact with a Community Crisis Response Nurse and an appointment at Cornerstone Clinic within 72 hours by December 2020.

PDSA Cycles

- Ensuring Suboxone was available in the ER Pixus
- Referral Form To Cornerstone post ED visit
- Training Video Creation
- ER Doctor Training
- ER and Mental Health Nurse Training

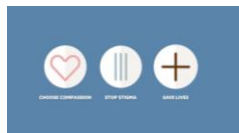
DATA

Qualitative:

- Patient Journey Map
- Training Video

Quantitative:

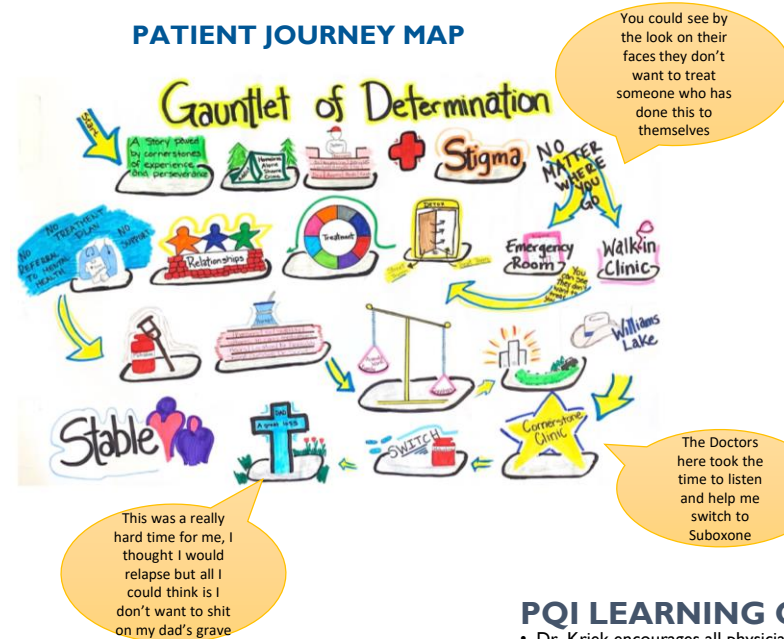
- Calculating Suboxone Medication dispensed in the Emergency Room
- Counting referrals from Emergency Room to Cornerstone Clinic



BACKGROUND

- Rural/Remote communities have limited access to typical healthcare routes:
- 1 OAT clinic serving 80 km range
 - Limited number of GPs
 - Limited access to substance use services/treatment

PATIENT JOURNEY MAP



INITIAL PROBLEM

- Suboxone Availability in the Emergency Room
- Suboxone Induction Training for Emergency Room Staff
- Formal Referral Pathway to Cornerstone for OAT treatment

CHANGE IDEAS TESTED

- Ensuring Suboxone is on hand in ER
- Creating Referral Pathway to Cornerstone Clinic
- ER Doctor Training
- ER and Mental Health Nurse Training

FINDINGS

- Having Suboxone readily available in the ER was not enough
- Each patients journey is individuals and should be treated as so
- Regardless of the provincial work that is being done to reduce stigma. There is still stigma for people living with substance use disorders and often it is a barrier to them accessing preventive care and then they end up in emergency rooms.

PQI LEARNING OUTCOMES

- Dr. Kriek encourages all physicians to challenge their practise and try Physician Quality Improvement
- Dr. Kriek recommends physicians stick to their time commitments in order to ensure maximum success
- The partnership with Interior Health's Facility Engagement was a great resource for Dr. Kriek
- This project has great potential for idea sharing and spread. Dr. Kriek has already been approached to present to the Emergency Room Doctors in 100 Mile House
- Global pandemic of COVID-19 made this project to increase access to OAT very relevant for many doctors who are facing the overdose crisis now with a new tool
- Patient Journey Map was a wonderful and grounding process as a way to include our patients voices

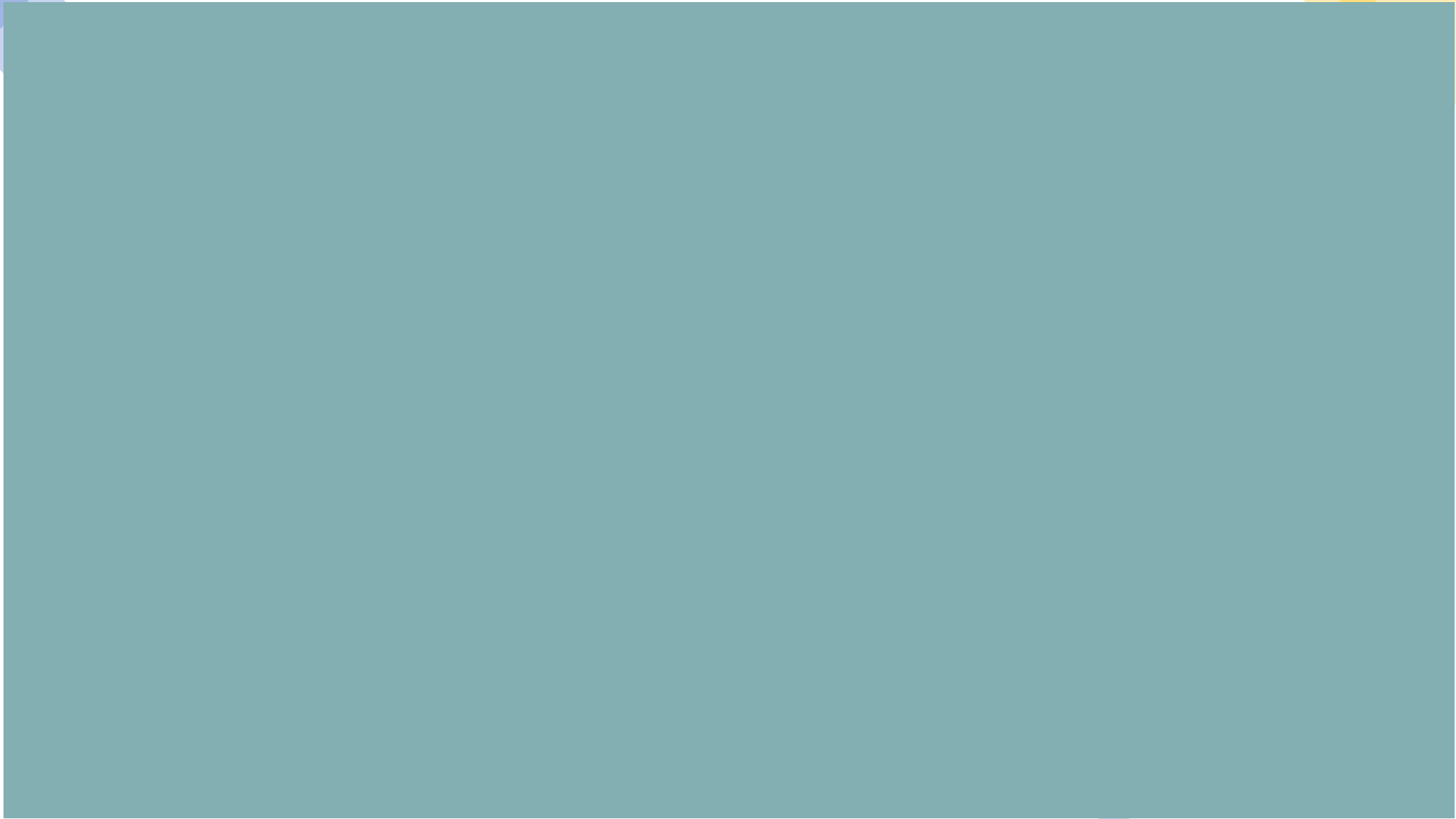
Suboxone Inductions In Emergency Room Setting
 Hold your phone camera up to the QR Code to be taken to the video



PDSA cycles

- Availability of Suboxone in the ER.
- Training sessions with ER/Family physicians
 - FEI
 - Lunch time
- In service training for Nurses.
- Video resource.





Suboxone Induction

Cariboo Memorial Hospital

Steps to complete

1. Substance Use Disorder Intake Blood Work
Send also to Cornerstone Clinic
2. COWS assessment
3. Ask client if they want to engage in Mental Health Support
If Yes – Contact CCRT to talk to patient about further Mental Health Supports, and then continue with ER Doctor Assessment
If No – Continue with ER Doctor Assessment
4. Start Suboxone Induction
5. Complete next page and Fax referral to Cornerstone.



Cornerstone

Chemical Dependency Clinic

Open Mon – Thu 1:00-3:00pm

250-398-7745(tel)
250-392-7746(fax)
145 4th Ave South
Williams Lake
BC, V2G 1J8

Referral Form for Opioid Agonist Treatment at Cornerstone Clinic
Please complete and Fax to Cornerstone Clinic

Date of Induction:

Start Time of Induction:

Patient Label:

Patient Name
PHN
Birthdate
Phone Number

- Mental Health Referral ACCEPTED
- Mental Health Referral DECLINED
- Bloodwork to be sent to Cornerstone Clinic

I _____ consent for Interior Health to send my name, PHN, birthdate, phone number and bloodwork information to be sent to Cornerstone Clinic for the purpose of contacting me to initiate Opioid Use Disorder Treatment.

Referring Doctor:
