



**UW PACC**

Psychiatry and Addictions Case Conference

UW Medicine | Psychiatry and Behavioral Sciences

# GROWING YOUR OUD TREATMENT PANEL

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# GENERAL DISCLOSURES

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# GENERAL DISCLOSURES

UW PACC is also supported by Coordinated Care  
of Washington

# SPEAKER DISCLOSURES

- ✓ No conflicts of interest

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- ✓ No conflicts of interest

## PLANNER DISCLOSURES

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# OBJECTIVES

1. Identify strategies to engage new OUD patients
2. Identify strategies to retain patients in care

# BARRIERS TO TREATING OUD

- Physician/NP/ARNP uptake has been historically slow
  - 28% of physicians with DATA 2000 waiver prescribing
  - 92 interviewed
  - Lack of psychosocial support most common barrier
- Barriers identified
  - 156 waived physicians in MA
  - Lack of nursing support 20%
  - Lack of office support 19%
  - Lack of institutional support 16%

Hutchinson, E. (2014) et al; Walley et al. *J Gen Internal Med.* 2008 28(9) 1393-1398

# GROWING YOUR PANEL

- Recruit new patients
- Retain the patients you have



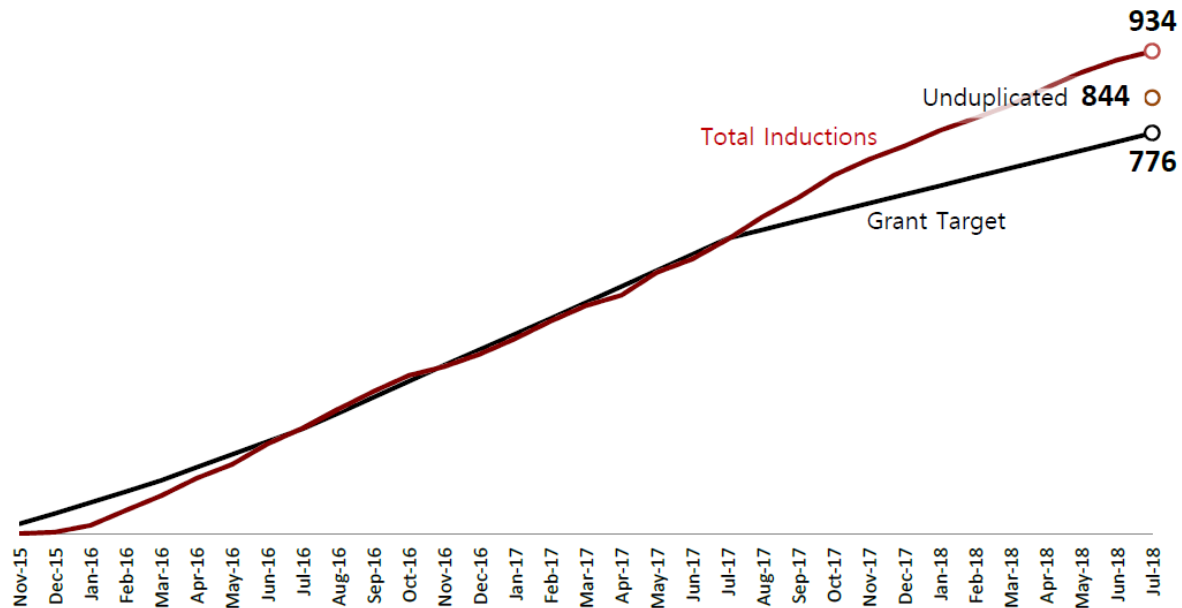
# FINDING NEW PATIENTS

## Patient Engagement and Induction

MAT-PDOA Monthly Summary Report

Total Engaged: 917  
Total Inductions: 934  
Grant Target: 776  
Unduplicated: 844

Grant Compliance = **109%**



# FINDING PATIENTS INSIDE HEALTHCARE

- Emergency departments
- Community mental health clinic
- Community substance use disorder program
- Your clinic
- Your existing panel
- Your patients “friends and family referral”

# FINDING PATIENTS OUTSIDE HEALTHCARE

- Criminal-legal system
- Local syringe exchange
- Community center
- Community organizations

# AVAILABILITY

- Make the time between first contact and medication as short as possible
- Consider walk-in or same day appointments for new patients
- Be easy to contact – dedicated phone line, staff familiar with the process

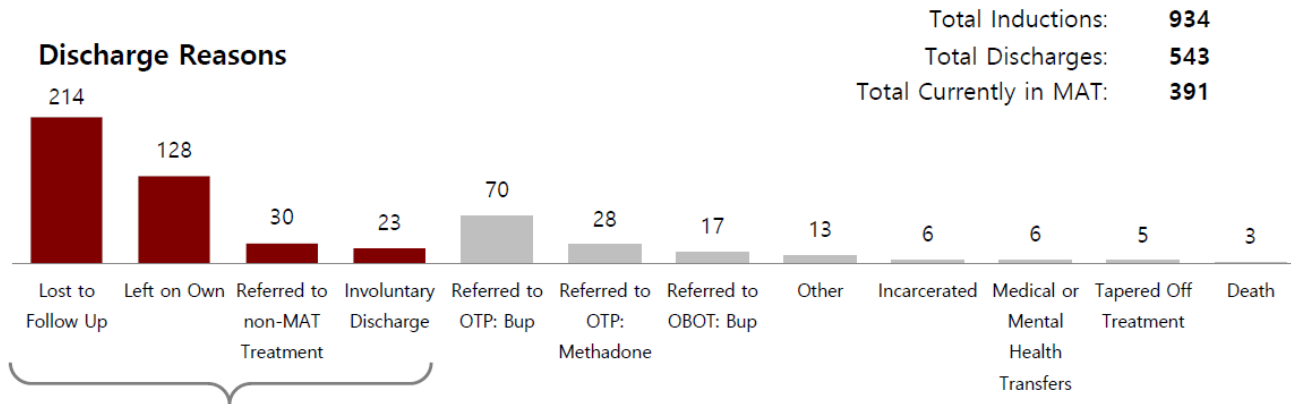
# NEW PATIENT CRITERIA

- More criteria to start = fewer starts
- Consider low threshold to start medicine
- Use a “screen in” method
  - Identify what supports a patient may need
  - Identify supports patient already has

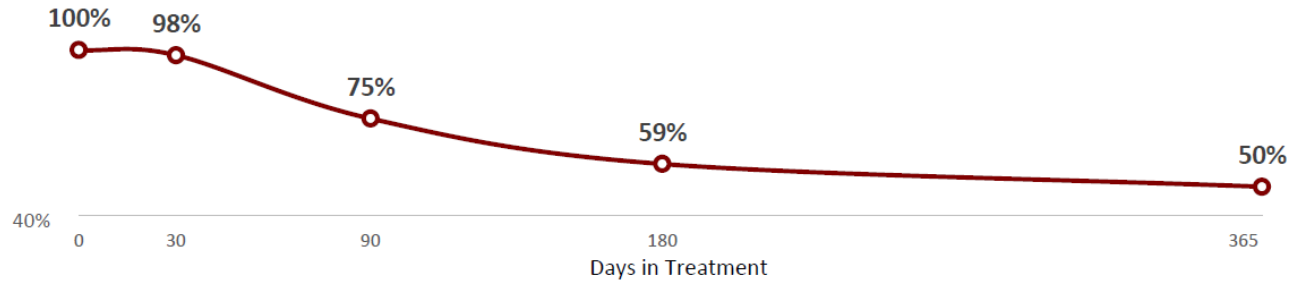
# RETAINING PATIENTS

## MAT-PDOA Program Retention

MAT-PDOA Monthly Summary Report



## Retention



# SET EXPECTATIONS

- When medication will be maintained
- When medication will be stopped
- Early in treatment: expect relapse help patient prepare

“We really want to see you, no matter what happens.”

# FOLLOW UP EARLY AND OFTEN

- Close follow up early in treatment
  - Phone call after planned medication start
  - Short prescriptions, last until next appointment
- Look for progress in treatment
  - What else is going well
  - What else is still challenging
  - Whole person care
- Builds trust & rapport



# ACTIVE OUTREACH TO PATIENTS

- Collect a lot of contact information
  - Phone number (text?)
  - Emergency contact, 2<sup>nd</sup> emergency contact
  - EHR portal
- Get in touch with patients if they miss

# UW PACC REGISTRATION

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If you have not yet registered, please email [uwpacc@uw.edu](mailto:uwpacc@uw.edu) so we can send you a link.