

California Health Improvement Project Impacting Safety & Quality in Chronic Pain Management

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Problem Statement & Underlying Causes

In Sonoma County, rates of non-fatal overdose leading to Emergency Room visits and hospitalizations are significantly higher than the state average. Over 90% of non-fatal overdoses involve prescription opioid medications. While the precise number is unknown, there have been at least four documented cases of unintentional opioid deaths among our clinic patients of the 44 such deaths in the County in 2015. Meanwhile, providers lack clinical decision-making support to manage the number and complexity of patients on chronic opioids at highest risk for overdose.

Project Description

Enhance **chronic pain management infrastructure** by establishing and disseminating a medication registry to identify and monitor patients on high-dose opiates or polypharmacy and deploy trained opiate oversight committees that support high-quality care, improved safety, and an enriched experience for providers.

Goal & Objectives

Goal: Reduce the number of patients at risk for overdose by enhancing infrastructure that tracks and facilitates safe, appropriate opioid prescribing in three primary care clinics.

Output-oriented Objectives:

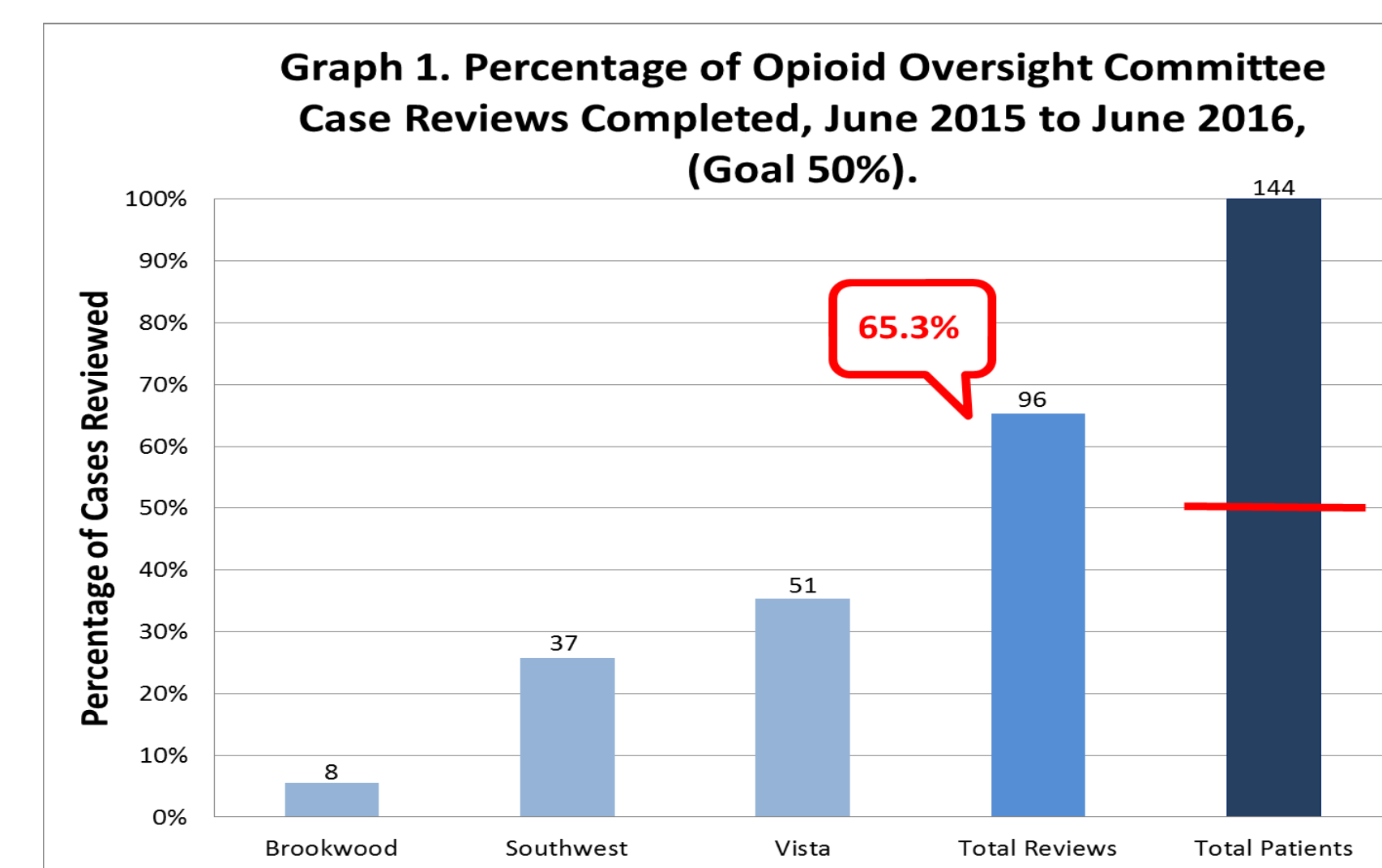
1. Establish regular opiate oversight committees by March 2016 at all three clinics
2. Deploy the opioid registry to providers by April 2016
3. Review 50% of patients on ≥ 120 Morphine Equivalent Doses (MED) reviewed by the opiate oversight committees by June 2016

Outcome-oriented Objectives:

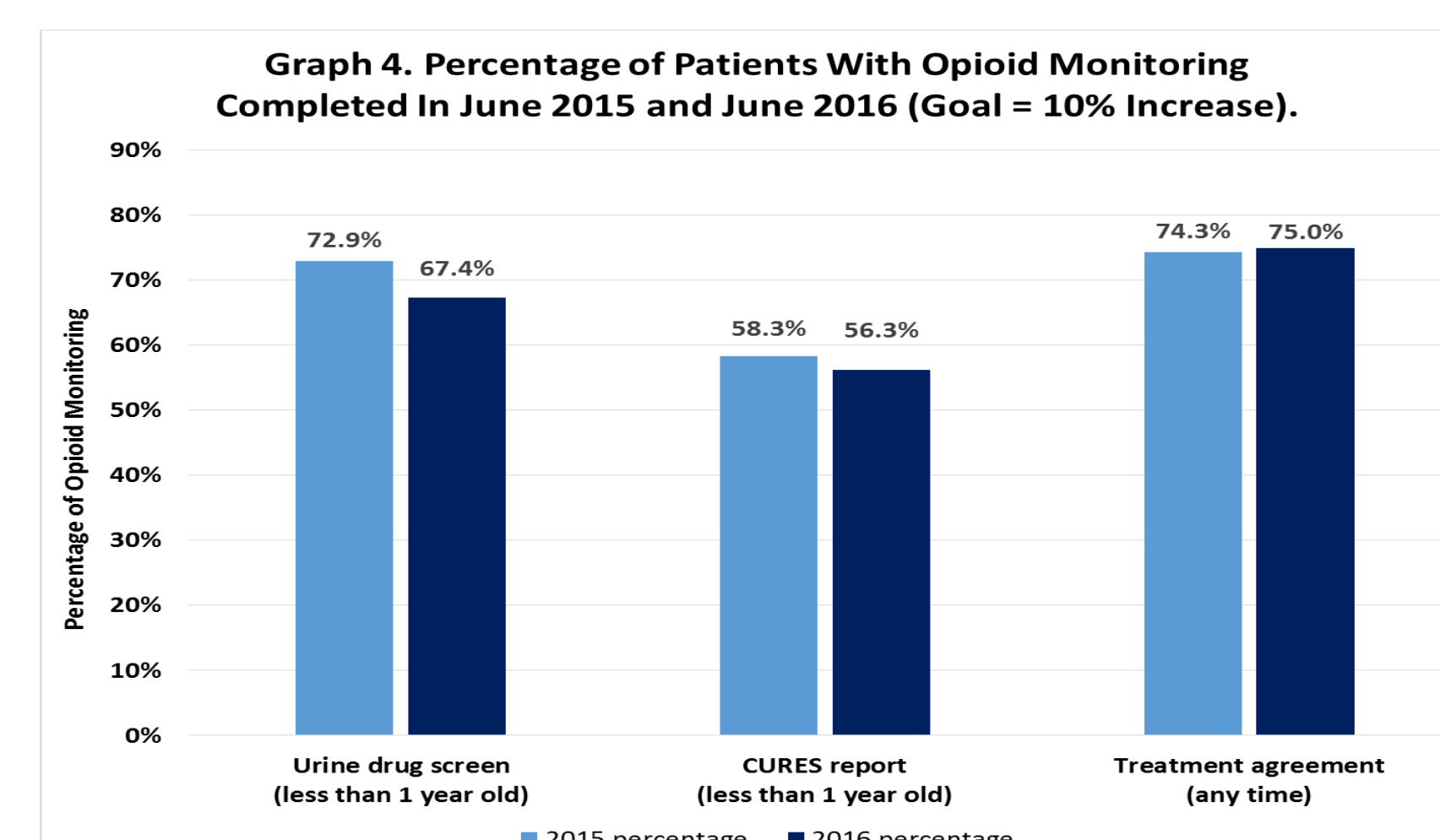
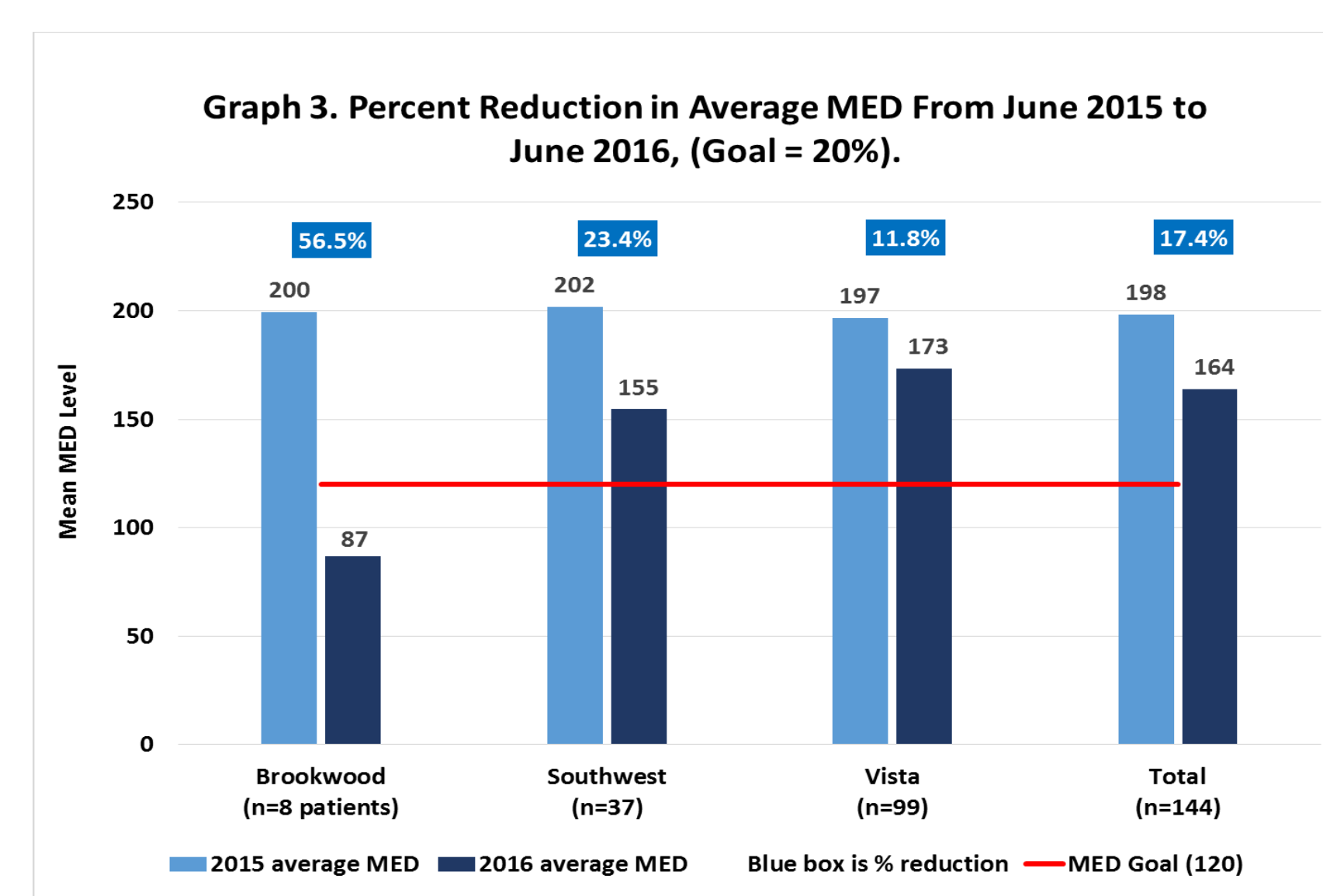
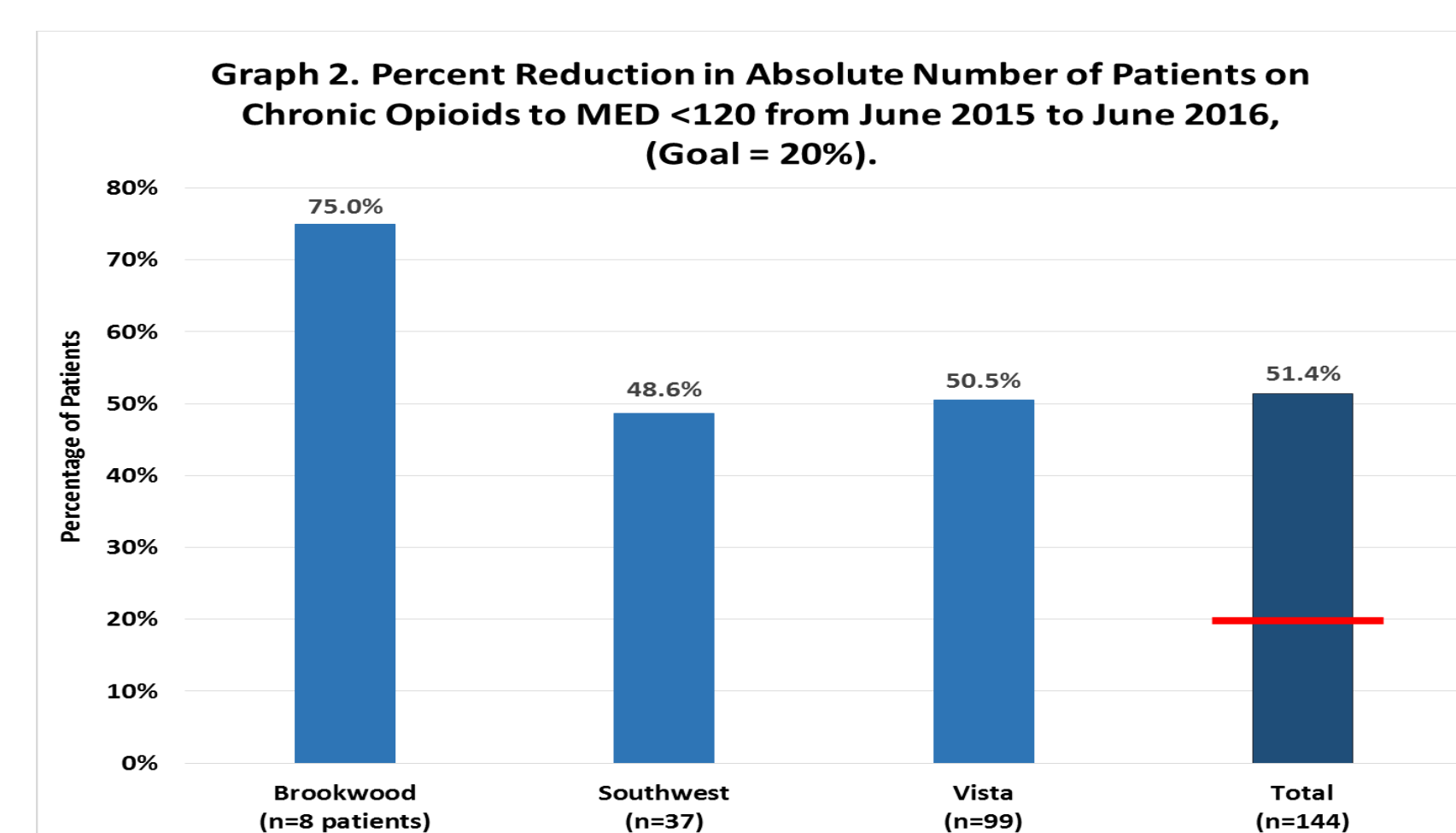
1. $\geq 20\%$ reduction in absolute number of patients with MED >120 on chronic opioids by June 2016
2. $\geq 20\%$ reduction in mean MED dose for patients on chronic opioids June 2016
3. $\geq 10\%$ increase in EACH completed annually: urine drug screening, prescription drug monitoring reports (CURES), and pain treatment agreements by June 2016

Outputs & Outcomes

Outputs Achieved

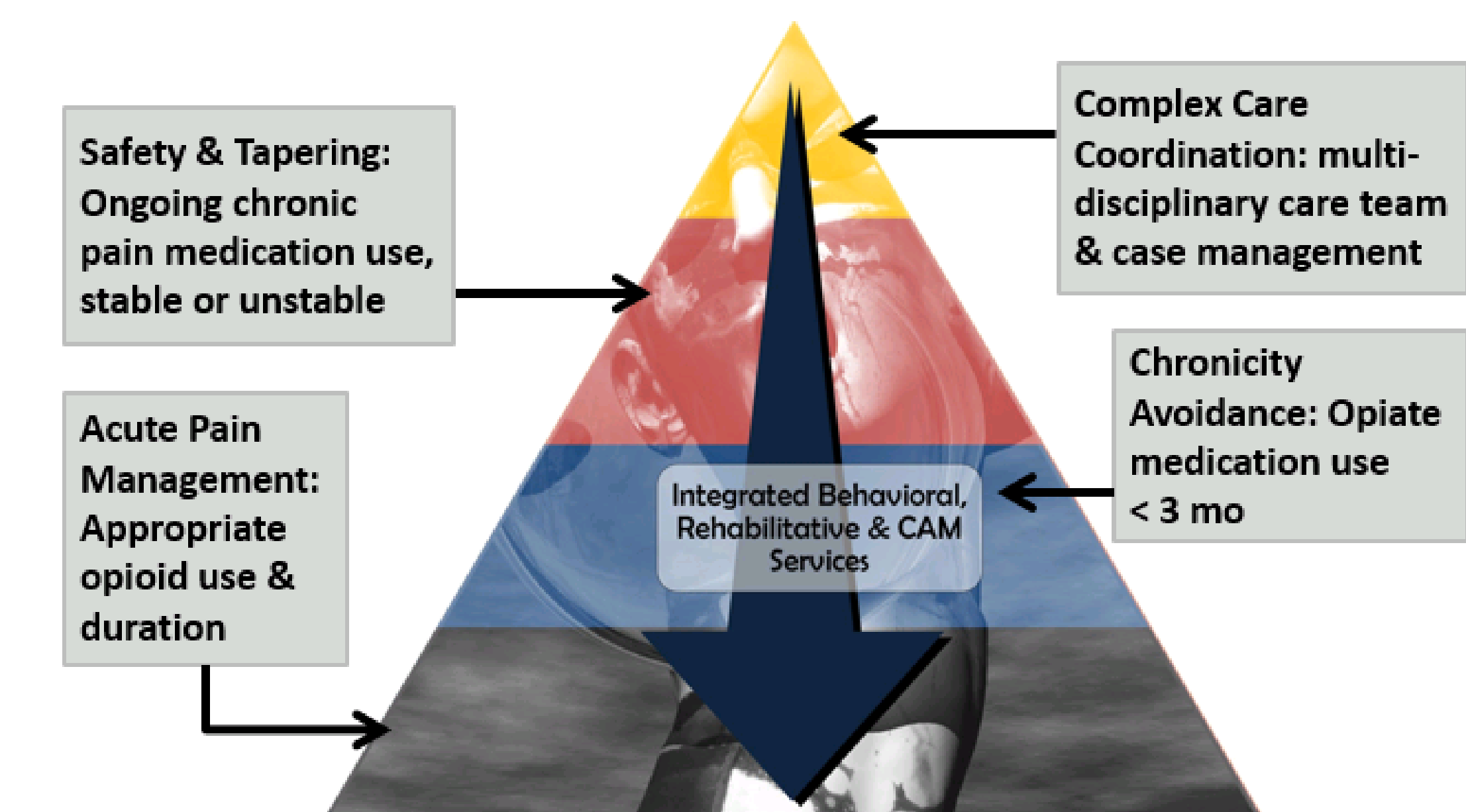


Outcomes Achieved



Next Steps: Deploy registry with MEDs to care teams, expand to MediCARE patients, launch MAT clinics

Conceptual Framework



Lessons Learned

Building Leadership Alignment

- Describe the specific problem to educate, motivate & inspire others to action
- Develop a charter that articulates the purpose, goals, objectives, and expectations of the steering committee on chronic pain management
- Create a communications plan that articulates what, when, to whom and how information is disseminated about the project's progress
- Build consensus on a conceptual framework to approach the problem

Implementation Strategies

- Communicate a clear project plan with particular attention to role clarity
- Monitor implementation with clear time points for execution and course-correct as needed
- Delegate to tactical leaders
- Support leaders with resources of time and training
- Complete a project debrief at the end of the project

About My Organization

Santa Rosa Community Health Centers is a Federally Qualified Health Center with 9 service sites that serve more than 45,000 patients and deliver more than 225,000 visits each year. We provide comprehensive primary care, integrated behavioral health & dental services, along with some specialty care.

Of our patients, 43% are best served in a language other than English; 24% are uninsured, and 85% live below the Federal Poverty Level.



Contact Me

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CHCF HEALTH CARE LEADERSHIP PROGRAM