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Operational Excellence

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### Treating Substance Use Disorders: Enhancing Attendance at the Weekly Inpatient Medication Assisted Treatment Group

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## Authors

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Project: Enhancing Attendance at the Weekly Inpatient Medication Assisted Treatment Group.

Last Updated: 06/28/2019

Executive Sponsor: Wendy Osgood

Facilitator: Devon Gillis



Team Members: Jayne Weisberg LCSW, Devon Gillis NP, Dena Whitesell MD, Amy McAuliffe NP, Amy Sparks

Plan

Problem/Impact Statement:

There is currently a lack of attendance at the once weekly inpatient Integrated Medication Assisted Treatment (IMAT) education group. Participation ranges from approximately 25 – 50% of medically stable patients consented to the IMAT treatment program, and the goal of the project is to better understand the barriers and institute a process that leads to increased attendance.

Scope:

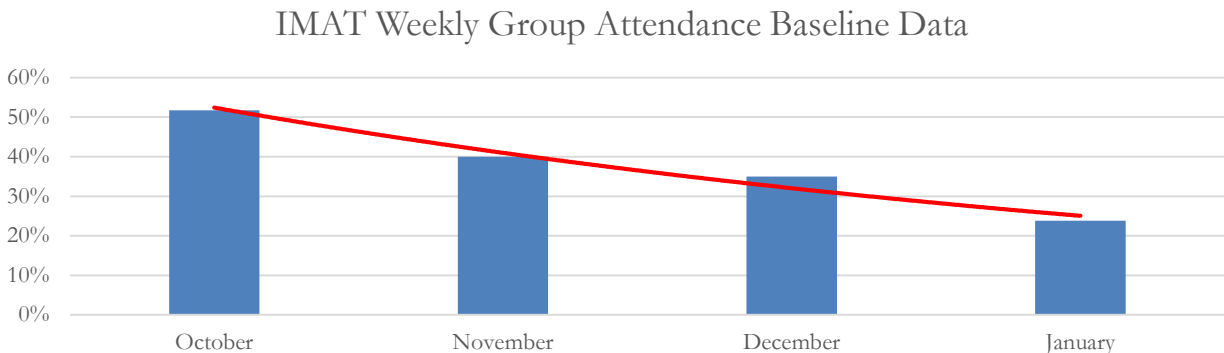
In scope: Medically stable patients consented (patient agrees to medication assisted treatment with buprenorphine, methadone, or naltrexone; estimated length of stay 30 or more days) to the inpatient IMAT program.

Out of scope: All other patients with substance use disorders who are invited to the group and medically unstable patients (requiring telemetry, hemodynamically compromised, altered mental status, etc.).

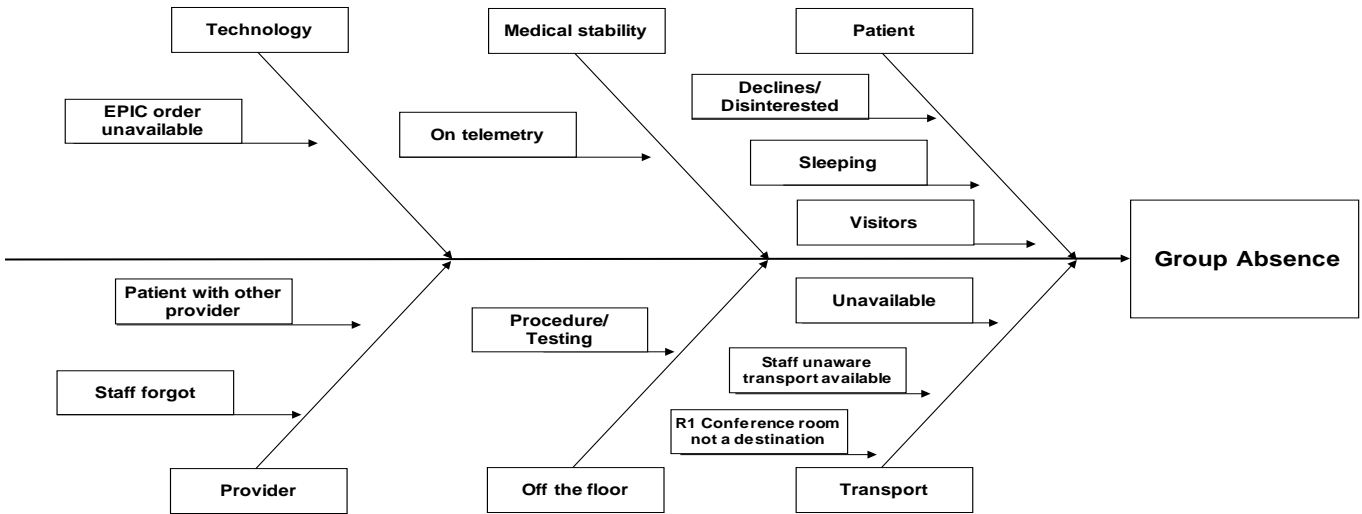
Goal/Objective:

Improve group attendance to a minimum of 50% of medically stable patients who have consented to participate in the IMAT program.

Baseline Metrics/Current State:



Root Cause Analysis:



Do

Countermeasures

- 10/2018
  - Interviewed unit nursing leaders to identify barriers to patients participating in the group.
  - Initiated KPI to collect and assess baseline group participation data.
  - Began in person requests to nursing for patient attendance on group day.
- 11/2018
  - Collaborated with the transport service to add R1 conference room as a destination in Teletracking.
  - Tried nursing communication order in EPIC, decided a more specific order was needed.
- 12/2018
  - Requested specific IMAT group order for use in EPIC.
- 03/2019
  - Group order live in EPIC, requirements not fully met..
  - Discontinued in person requests to nursing for patient attendance on group day.
- 04/2019
  - Data collection indicated order needs further refinement.
  - Resumed in person requests to nursing for patient attendance on group day.
  - Met with nursing informatics to discuss and request further development of EPIC order.
  - Began attending nursing bed board meeting on group day to inform nursing units of eligible group participants.
  - Discontinued in person requests to nursing for patient attendance on group day.

Behavioral Health and Substance Abuse Orders

Start 03/27/19 1114 Inpatient IMAT Group EVERY WEDNESDAY (0 of 1 released) Release

Transport Request 68367339 - LOSE M LITINDRI P3CD 356

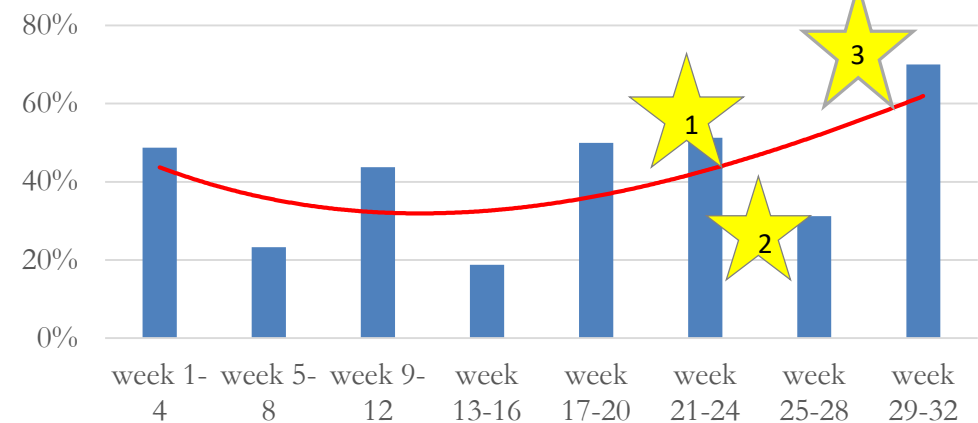
Origin\* P3CD 356 Destination\* R1

Isolation Type Airborne

R1 125A  
R1 125B  
R1 Conference Room

Study

Outcomes



1. Group Order live in EPIC
2. Discontinued in person requests to nursing for patient attendance
3. Began attending bed board on group day

Act

Next Steps

- Continue weekly bed board attendance prior to group.
- Ongoing nursing and care management education
- Continue using current EPIC order.
- Continue to work with nursing informatics to develop EPIC order, an appointment feature will be available in the future.
- Lessons learned
  - Face-to-face communication yielded stronger results.
  - Facilitating an inpatient group presents unique challenges.