Why and How to Integrate CRS’s
Into the Whole Continuum of Care

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Objectives:

• Storytelling: Strengthen your understanding of OUD patient experiences
• Understand the importance of certified recovery specialist services
• Learn about a collaboration between a Philadelphia health system and a community based organization to embed CRS services
• Understand how a health system can overcome barriers to establishing best practice treatment of Opioid Use Disorder
Presenters:

• Pamela Vasquez - CRS
• Sheila Armstrong – CRS Supervisor
• Patrick Vulgamore – Project Manager
• Danny Rivera – Drug/Alcohol Clinical Supervisor
Pam’s Story

A Certified Recovery Specialist’s Perspective on Health Care
PRO-ACT

• Program History
• Connection to Community Resources
• Mobility to Meet the Patient Where they Are
• Overcoming the Largest Challenge – Convincing People to Seek Recovery
System-Wide Needs Assessment

• One of the major needs identified in a health-system wide needs assessment was additional support to link OUD patients to care.
• These needs were identified on all levels of healthcare professionals.
• Based on these needs, the following system-wide goals were established:
Temple Goals

• **Goals/Objectives:**
  – Establish 24/7 Certified Recovery Specialist (CRS) coverage in all of TUHS ED’s
    • Work with ED leadership to ensure effective patient flow.
  – Deploy the level of care pre-assessment (LOC) in the CRS workflow.
  – Engage the EMR team to review the current SUD monitoring infrastructure and modify based on specified needs.
  – Launch the “SUD Warm Handoff Collaborative”, consisting of key stakeholders from all levels of care, inclusive and external to the Temple Health System.
  – MAT induction in the CRC and utilize 23 hour observation status for the purpose of improving patient recovery.
Resources Afforded

• ROSE program was established (on a limited basis) at our Episcopal Campus.

• We were informed about funding made available through the SCA to expand the program.

• We dedicated resources to improve processes, integration and the quality of care provided.
Barriers We’ve Overcome

• Notification of our CRS team that an OUD patient needs to be seen.
• Obtaining access to EPIC for the CRS team.
• Acceptance of the expertise that the CRS team brings.
• Authorizing CRS team to be able to access ED, Inpatient and Outpatient sites.
How to Measure

• Now that the CRS team has their own role in EPIC, we will be able to hone in on workflow issues, i.e., why would a patient with OUD not be seen by a CRS.

• We have integrated the LOC into EPIC, so we’ll be able to track completion.
Related Efforts

• We’ve just launched a “Temple SUD Warm Handoff Taskforce”
• Participants were selected based on the health system goals from slide 6 and include representatives from:
  – ED and Hospital Sites
  – Case Management Leadership
  – Office-Based Outpatient Treatment Programs
  – Inpatient Rehab Programs
  – Certified Recovery Specialist Team Leadership
  – City Representatives
Related Efforts

• **Mission:**
  – Standardize and sustain best practices for warm handoff processes and quality monitoring throughout the entire continuum of care

• **Goals:**
  – Standardize bi-directional warm handoff procedures between the ED’s/Hospitals to all sites
    • Includes contingencies based on day/time
    • Includes site specific requirements such as insurance, type of treatment provided, etc.
  – Review the current SUD data from ED/Hospital
    • Volume
    • Length of stay
    • Level of care assessments
    • Review warm handoff effectiveness rate (patient attended appointment within 7 days of discharge)
  – Review quality data of referral sites
    • Treatment plan adherence
    • Readmission rate of each site
    • Current capacity
  – Educational opportunities
    • Understand the need of the group, and facilitate expert speakers around the needs
Next Steps for Us

• Refine CRS Workflow Processes
• Expand CRS Coverage, Reach and Referral Options
• Work with Referral Sites to Refine Handoff Processes
• Monitor Quality Metrics, Iterate as Needed
Questions?