

# Engaging Patients with SUD Where They Are

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## Addiction Medicine Services at UPMC

Mercy Detox Unit



McKeesport Detox/Inpatient Unit



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## Addiction Medicine Services at UPMC

### OUR ADDICTION MEDICINE EXPERTS:

- OFFER A SAFE PLACE FOR PEOPLE WHO NEED **CHEMICAL DEPENDENCE TREATMENT AND MEDICAL STABILIZATION**
- SPECIALIZE IN AREAS OF **MEDICAL CARE, SOCIAL WORK, AND COUNSELING**
- PROVIDE **THE TOOLS AND KNOWLEDGE TO START THE JOURNEY TOWARD HEALING AND WELLNESS**

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## Addiction Medicine Services at UPMC Include:

- MEDICINE**
  - SPECIALIZED MEDICAL CARE THAT STRESSES PHYSICAL WELL-BEING IN THE RECOVERY PROCESS
- PSYCHOLOGICAL COUNSELING**
  - SUPPORT THROUGH ONE-ON-ONE, GROUP, AND FAMILY THERAPY SESSIONS
- PSYCHOEDUCATION**
  - TEACHING THE REQUIRED SKILLS TO BEAT ADDICTION AND MAINTAIN SOBRIETY
- AFTERCARE COORDINATION**
  - COMMUNITY AND PEER SUPPORT FOR LIFE POST-DISCHARGE

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## ROLES / SPECIALIZATIONS

EVALUATOR CLINICIANS	PEER NAVIGATORS	PHYSICIANS / NURSING
<ul style="list-style-type: none"> <li><b>Patient engagement</b></li> <li>Assesses level of care using American Society of Addiction Medicine (ASAM) criteria</li> <li>Patient care</li> <li>Insurance authorizations</li> <li>Psych evaluations</li> </ul>	<ul style="list-style-type: none"> <li><b>Patient engagement</b></li> <li>Foundational relationship building</li> <li>Support / Advocate</li> <li>Recovery group leader</li> <li>Shares resources / Coping skills</li> <li>Mentors / Works on goals with patient</li> </ul>	<ul style="list-style-type: none"> <li><b>Patient engagement</b></li> <li>Admission assessment / Medical history</li> <li>Patient care</li> <li>Minor wound care</li> <li>Order / Pass medications</li> <li>Liaison between patient and doctor</li> </ul>

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## ROLES / SPECIALIZATIONS continued

LICENSED SOCIAL WORKERS	PATIENT CARE TECHNICIANS	LICENSED PROFESSIONAL COUNSELORS (LPC)
<ul style="list-style-type: none"> <li><b>Patient engagement</b></li> <li>Groups</li> <li>Psychoeducation</li> <li>Psychosocial assessments</li> <li>Motivational Interviewing</li> <li>Aftercare referrals and coordination</li> <li>Patient advocacy</li> </ul>	<ul style="list-style-type: none"> <li><b>Patient engagement</b></li> <li>Vitals</li> <li>Patient care</li> <li>Conflict management</li> <li>Observations</li> </ul>	<ul style="list-style-type: none"> <li><b>Patient engagement</b></li> <li>Groups</li> <li>Family sessions</li> <li>Individual sessions (Person-Centered / Motivational Interviewing / CBT/ Solution-Focused, Psychoeducation)</li> <li>Behavioral management</li> <li>Patient advocacy</li> </ul>

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### ROLES / SPECIALIZATIONS continued

HEALTH UNIT COORDINATORS	MILIEU THERAPISTS	UNIT DIRECTORS/MANAGERS
<ul style="list-style-type: none"> <li>• Patient engagement</li> <li>• Clerical work</li> <li>• Admissions paperwork</li> <li>• Charting</li> <li>• Patient care</li> </ul>	<ul style="list-style-type: none"> <li>• Patient engagement</li> <li>• Groups / psychoeducation</li> <li>• Conflict resolution</li> <li>• Stages of Change Assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Patient engagement</li> <li>• Oversees staff</li> <li>• Oversees unit overall efficiency</li> </ul>

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### What role is shared by all these disciplines?

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### ENGAGING THE PATIENT

A UNIFIED APPROACH THE UPMC WAY... THE NIDA/SAMHSA WAY

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## UPMC CORE VALUES, NIDA, & SAMHSA AGREE...

### UPMC CORE VALUES

- ▶ **Caring & Listening** - We listen to & care for our patients... our fellow employees, our physicians, & our community.
- ▶ **Dignity & Respect** - We treat all individuals with dignity and respect.
- ▶ **Quality & Safety** - We create a safe environment where quality is our guiding principle.
- ▶ **Responsibility & Integrity** - We perform our work with the highest levels of responsibility & integrity.
- ▶ **Excellence & Innovation** - We think creatively and build excellence into everything that we do

### NIDA/SAMHSA

- ▶ **Recovery** is person-driven (PERSON-CENTERED)
- ▶ **Recovery** is based on respect
- ▶ **Recovery** is holistic
- ▶ **Recovery** involves individual, family, & community **STRENGTHS** & responsibility
- ▶ **Recovery** is supported by peers and **ALLIES**
- ▶ **Recovery** is supported through relationship & social networks

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## WHAT IS ADDICTION AND ITS EFFECTIVE TREATMENTS?

### ADDICTION IS:

- ✓ CHRONIC disease - compulsive, uncontrollable, drug seeking & use despite consequences
  - ✓ Long-lasting - leads to harmful behaviors
  - ✓ Pathway - a complicated and unclear voluntary decision
- Over time, a person's ability to choose becomes compromised - seeking and taking the drug becomes compulsive - mostly due to the effects of long-term drug exposure on brain function.
- ✓ Affects parts of the brain involved in reward and motivation, learning and memory, and control over behavior

### TREATMENTS

- ✓ Behavioral counseling
- ✓ Medication
- ✓ Medical devices and applications used to treat withdrawal symptoms or deliver skills training
- ✓ Evaluation and treatment for co-occurring mental health issues such as depression and anxiety
- ✓ Long-term follow-up to prevent relapse

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## PRINCIPLES OF EFFECTIVE TREATMENT ACCORDING TO NIDA

- ❖ No single treatment is right for everyone.
- ❖ Need quick access to treatment due to impact on the brain - making moment of motivation fleeting and in competition with strong cravings and ingrained patterns of behaviors related to stressors and triggers.
- ❖ Effective treatment addresses **ALL** of the patient's needs, not just his or her drug use.
- ❖ Staying in treatment long enough is critical.
- ❖ Counseling and other behavioral therapies are the most commonly used forms of treatment.
- ❖ Medications are important in treatment. Medications to address cravings are often necessary for a year (or more) and are most effective when combined with behavioral therapies.
- ❖ Treatment plans must be reviewed often and modified to fit the patient's changing needs.
- ❖ Addiction is a complex but treatable disease that affects brain function and behavior.
- ❖ Treatment should address other possible mental disorders.
- ❖ Medically assisted detoxification is only the first stage of treatment.
- ❖ Treatment doesn't need to be voluntary to be effective.

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Person-centered care

PERSON-CENTERED means patients have control over their services including:

- AMOUNT & DURATION
- SCOPE OF SERVICES
- CHOICE OF PROVIDERS

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Barriers to providing true person-centered care in a hospital setting...

- CONTROL OVER SERVICES?
- AMOUNT & DURATION?
- SCOPE OF SERVICES?
- CHOICE OF PROVIDERS?

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Engagement using the person-centered care model (Carl Rogers)

Unconditional positive regard is a term to describe a technique used in Roger's non-directive, client-centered therapy.

This involves showing complete support and acceptance of a person no matter what that person says or does.

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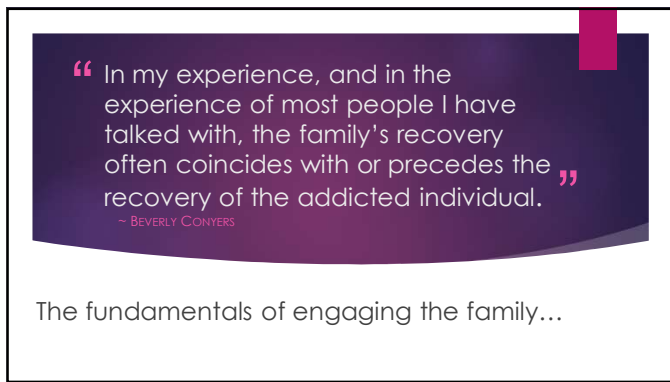
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## Back to our healthcare team...

How do we best work together? How do our roles benefit one another?

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## Scenario:

What can we do in a unified effort using the Person-Centered Approach?



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## Behavioral Scenario

The patient is an African American male who has a history of multiple treatments at our facility for F10.988 Alcohol use disorder- severe and F14.988 Cocaine use disorder - severe.

The patient has co-occurring mental health diagnoses of F90.8 ADHD, F41.9 Anxiety, and F39 Mood Disorder, unspecified

The patient is known to the unit to have challenging behaviors including: being argumentative; non-compliance to full group attendance, and "being mean" to nursing and social service team members.

The patient is homeless and has reported a desire for completing treatment.

The patient was observed to be highly agitated and was told that he must return to group. The patient was told, "If you do not attend group, you will be written up". The patient attempted to explain his reasons for not attending at this time, but was dismissed. The patient began to use offensive language and loud and hollered, "You bi###!"

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# Questions?

# Ideas?

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