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# Incorporating Patient Voice in Substance Use Disorder and Substance Exposed Newborn QI

ROLE OF THE CERTIFIED RECOVERY SPECIALIST, CRS

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# HISTORY OF THE CRS ROLE

The Certified Recovery Specialist (CRS) role was created to harness the power of lived experience in substance use recovery. Formalized in the 2000s and certified in Pennsylvania by the PA Certification Board, CRSs are now embedded in clinical settings like hospitals and perinatal clinics. They play a critical role supporting pregnant and postpartum patients by promoting trust, engagement, and recovery from a peer-based perspective.

## Key Milestones:

- ❑ Grassroots peer recovery movement expands (1960s–1990s)
- ❑ National recognition by SAMHSA (2000s)
- ❑ CRS certification established in PA (2010)
- ❑ CRS role expands into hospitals, OB/GYN, and perinatal care

*Today: CRSs support moms and dyads across the care continuum*



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# DEFINING THE CRS ROLE

## *SUPPORTING MOTHERS AND DYADS ACROSS THE PERINATAL CONTINUUM*

- ☐ Provides Real Time Engagement
- ☐ Brings Lived Experience Perspective
- ☐ Supports Social Work Efforts
- ☐ Partners with the Addiction Consult Team (ACT)
- ☐ Supports Intrapartum Care
- ☐ Bridges Inpatient Care
- ☐ Extends Postpartum Supports
- ☐ Amplifies Patient Voice
- ☐ Improves Care Coordination

*"The CRS role is often the first safe voice a patient hears and the consistent one that stays after discharge"*



# CRS Partnership with Maternal Substance Use Disorder/Substance Exposed Newborn Task Force

- **March 2023** > HUP combines Maternal SUD and SEN work groups
- **April 2023** > Development of PA PQC Patient Voice goal – Incorporate CRS as member of SUD/SEN Task Force
- **June 2023** > Invited CRS Nikki Ellis to participate as a member of the HUP SUD/SEN Task Force to share the patient voice and inform our QI work/opportunities to improve care in this population

## ➤ Outcomes

- Patient follow-up phone calls from CRS (Nikki)
- RedCap Survey to gather parent feedback after 5-day infant stay for ESC
  - Improved stay by providing more comfortable overnight space in patient rooms
- Patient Experience Survey
- CRS (Nikki) as patient advocate in developing updated UDS Screening guidelines
- CRS incorporated in Family Safety Huddle



# NEW RESOURCE

## CARECONNECT WARMLINE EXPANSION

**484-278-1679**

**Current Services:**

- Connection to a peer recovery specialist
- Referrals for resources like food, transportation, and medical needs
- 100% virtual Buprenorphine prescription access

**Starting March 2025:**

- Enriched services for **pregnant and parenting** people
- Expert consultation** on caring for patients with substance use, perinatal substance use, and perinatal psychiatric concerns

Need help navigating options including medication for opioid use disorder?

Need help getting resources for yourself or your family?

**Call to speak with a peer for resource navigation**

**Call to be connected to a clinical expert**

Unsure how to prescribe MOUD to your pregnant and breastfeeding patients?

Unsure how to support your patient?

**WE GOT YOU, Southeast PA!**

## CARECONNECT WARMLINE EXPANSION



Serving patients, loved ones and clinicians in Philadelphia, Bucks, Delaware, Montgomery, and Chester counties.

**9am-9pm every day.**

**Peer Support**

- ✓ Substance Use
- ✓ Perinatal Substance Use
- ✓ Reproductive Psychiatry

**Resource Connection**

**Provider-to-Provider Consultation**

**484-278-1679**

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