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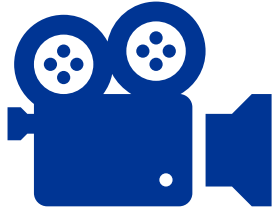


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Mutual Agreement

- Everyone on every Program Evaluation and Research Unit (PERU) webinar is **valued**. Everyone has an expectation of **mutual, positive regard** for everyone else that respects the **diversity** of everyone on the webinar.
- We operate from a **strength-based, empathetic, and supportive** framework – with the people we serve, and with each other on PERU webinars.
- We encourage the use of **affirming language** that is not discriminatory or stigmatizing.
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Mutual Agreement (continued)

- We strive to **listen** to each person, avoid interrupting others, and seek to **understand** each other through the Learning Network as we work toward the highest quality services for Centers of Excellence (COE) clients.
- Information presented in Learning Network sessions has been vetted. We recognize that people have different opinions, and those **diverse perspectives** are welcomed and valued. Questions and comments should be framed as **constructive feedback**.
- The Learning Network format is **not conducive to debate**. If something happens that concerns you, **please send a chat during the session** to the panelists and we will attempt to make room to address it either during the session or by scheduling time outside of the session to process and understand it. **Alternatively, you can reach out offline to your PERU point of contact.**



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Acknowledgements

- The COE project is a partnership of the University of Pittsburgh's Program Evaluation and Research Unit and the Pennsylvania Department of Human Services; and is funded by the Pennsylvania Department of Human Services, grant number 601747.
- COE vision: The Centers of Excellence will ensure care coordination, increase access to medication-assisted treatment and integrate physical and behavioral health for individuals with opioid use disorder.



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Program Evaluation and Research Unit

Orienting New Clients



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Learning Objectives

By the end of this training, trainees will be able to:

- Discuss how to develop and deliver a comprehensive orientation process for new clients
- Describe the role of client choice in the COE selection process, including how to determine which COE might be most appropriate for clients and its impact on their outcomes.
- Develop procedures for avoiding duplication of services



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What is Orientation?



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Orientation Definition

- Orientation **signifies the start** of the therapeutic relationship.¹
- A client-centered approach that addresses individual needs helps to reduce anxiety and build trust.²



Benefits

Boosts
Engagement &
Retention

Clarifies
Expectations

Enhances
Communication

Supports
Individualized
Care

Ensures
Alignment



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Link to Patient Education

- Therapeutic Patient Education (TPE) significantly improves health outcomes showing benefits in **64% of cases**.¹
- It empowers patients, promotes positive lifestyle changes, improves health outcomes, and reduces healthcare costs.²



The Role of Orientation

- The orientation process is essential for building a **strong partnership**.
- It provides patients with crucial knowledge to manage their substance use disorders effectively.



Stigma and Healthcare Provision



Negative attitudes of health professionals towards patients with an alcohol or other SUD are known to lead to poor communication and health outcomes.¹



Developing an orientation process creates a culture within the COE program that promotes engagement and patient comfort.²



Orientation Program Topics



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Consent for Admission & ROIs

- Clients must sign a formal consent form indicating their agreement to choose your COE as their provider.¹
- This is also an opportunity to discuss the Releases of Information (ROIs) regarding neighboring COEs and Managed Care Organizations (MCOs).^{1,2,3}



Welcome Packet

- This can act as a resource and a "how to" for your COE.
- It can contain a variety of helpful information such as:
 - Contact Information¹
 - Education on MOUD¹
 - Program Expectations^{1,2}
 - Program Description¹
 - Orientation Process^{1,2}



Description of Services Offered

- Care Management^{1,2}
- CRS Support²
- Connection to MOUD²



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How the Facility Will Support The Client

- Clear program expectations are crucial for engaging clients and building trust.
- Mobile engagement is important for reaching those who may not engage with traditional services.
- This is also a good time to discuss how often meetings will occur and what the COE will do if a client leaves.



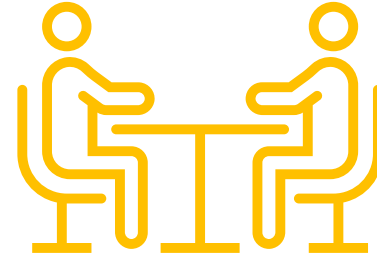
Facility Phone Numbers and Hours of Operation

- When clients join the COE program, they need to meet a care management team member in person, by phone, or online.¹
- Clients should receive contact information for their COE team to get help before their next appointment.^{1,2}



Facility Rules & Client Expectations

- The orientation for participants should provide an overview of expected recovery and the skills they will develop.
- It should explain the requirements for successful treatment.
- Participants must also learn the discharge steps to prepare for leaving the COE.



Grievance Policy

- Patients should be made aware of how to voice their concerns.
- Staff should address clients' concerns with empathy and a nonjudgmental approach.



Educational Materials on all Forms of MOUD

- It's essential to provide clear information about MOUD.
- Explain the benefits, side effects, and the need to follow treatment plans.



Naloxone Education

- Naloxone is a medication that can quickly reverse an overdose from opioid drugs.¹
- Its primary purpose is to prevent death by reversing the effects of opioids on the body.¹
- The MA Bulletin states that this is an important responsibility for COEs.²



Question

What are the key components of your COE's orientation process?



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Additional Orientation Considerations



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Challenges

- Competing office space
- Language/ cultural understanding
- Health Literacy



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How to address challenges



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Staff and Client Interactions

- Having different staff present different parts of the orientation material is helpful for the staff as well as the client.
- It is important for staff to fully understand the program and any nuances that might be involved.



Staff Training

- Training staff on the program is essential.
- Understanding engagement techniques like motivational interviewing can also aid the process.



Question

How do staff at your COE receive training to provide orientation activities to clients?



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Client Choice



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Shared Clients

- Clients receiving services often work with multiple treatment providers in the area.
- It is crucial to remember that clients can only be enrolled in **one** COE program at a time.



Duplication of Services



Service duplication occurs when multiple providers offer the same service to a client.



This situation is problematic as it can lead to fragmented care, confusion for clients, and a waste of resources.



Helpful Tips

Familiarize	Familiarize yourself with the local Centers of Excellence (COEs) in your region.
Establish	Establish Memorandums of Understanding (MOUs) with relevant providers in your area to promote collaboration.
Develop	Develop a comprehensive Informed Consent process to ensure that clients fully understand and agree to the services provided.
Request	Request a signed Release of Information (ROI) to enhance effective communication and collaboration among the client's primary health and behavioral health providers.
Ask for Help	PERU can assist in creating client choice forms or in identifying COEs in your region.



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Providing Homes • Restoring Health • Reclaiming Lives

Pathways to Housing Center of Excellence

Tanya Moody

Director of Integrative Medicine

www.PathwaystoHousingPA.org



Key features of Pathways to Housing PA

- **Housing First** - Permanent supportive housing
- Non-Fidelity **ACT teams** dedicated to primary SUD
- Street & Mobile **Outreach**
- **Integrated** Care Clinic
- Community **Collaborations**
- Care **coordination** - Hospitalizations, Inpatient admissions, Incarcerations

Pathways to Housing COE

- Pathways to Housing PA, Project HOME, and Prevention Point Philadelphia have developed a **unique COE** in Philadelphia
- Spanning 4 geographies **critically impacted** by the opioid epidemic
- Enhancing **community-based services** already provided to individuals with opioid use disorders to provide connection to additional treatment and support services

Mission

- **Advance health equality** for people and communities affected by opioid use disorders
 - 1) Provision of **accessible, high-quality, person-centered** clinical care for people with opioid use disorders in traditional and non-traditional settings
 - 2) Partnering with communities and organizations to **develop, implement, and evaluate integrated programs** specifically designed to meet the needs of people who use substances

Goals

- Engaging all Pathways to Housing **participants with an OUD**
- Maintaining **90% retention** for engagements
- **Increased access** and adherence to MOUD
 - Importance of **telehealth** induction waivers
 - Contingency management** approach
- Complex Care

Integrated Care

- **Co-located** FQHC
- Community partners
 - Inclusive** of alternative COE's
- **Community-based care management** team includes:
 - Psychiatrists
 - Behavioral Health Therapists and Consults
 - Certified Peer/Recovery Specialists
 - Licensed providers

Care Coordination - What's working

- **Release of Information (ROI)**
- **Informed Consent** - used a template from PERU
- **Communicating** with all MOUD providers – **Prescription Drug Monitoring Program (PDMP) searches**
 - COE staff have delegate accounts and **run routine searches** through active COE clients
 - Pathways will **cross-reference with a mutual COE's** list of providers to confirm mutual clients

What's not working

- COE sites who are not open to **mutual collaboration**
 - Possibly a **miscommunication of MOUD vs COE services**, as they are often treated interchangeably
- COE sites who **refuse having mutual clients**
- **Incomplete claims data** across PH/BH MCO's
- Collaboration around **billing only**
 - Should **include patient care**



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to Housing PA

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To learn more visit
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Questions



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