

Sheway

- BOOST Team Members:
 - Patti Zettel- Senior Leader/Sponsor
 - Janine Hardial- Senior Clinical Champion
 - Linoy Alkalay- Health Care Worker
 - Paulena McKellar- Aboriginal Family Support Worker
 - Dana Clifford- Quality Improvement Coach
- Sheway provides wrap around services to women who are pregnant/parenting and have substance use issues. The women need to live in Vancouver and frequent the DTES. The program operated Monday to Friday- the Drop In is open 10:30AM to 3:30PM and the medical clinic is open 9:15AM to 4:00PM
- Sheway currently has 250 women and 350 children we are providing services to

Aim Statement

- Decrease barriers and increase retention on OAT to 95% for pregnant and parenting women with OUD diagnosis by July 1st, 2018
- We are working on identifying clients with OUD and implementing a work flow that will consistently identify clients who have missed doses of OAT to engage with them more assertively. This includes having clinicians use the OUD form
- We are working with the Overdose Outreach Team to collaboratively outreach our more marginalized clients who have not had successful OAT starts

Describe your Population of Focus

- Pregnant and parenting women with untreated opioid use disorder
- Some of our most marginalized unstable clients are women who have lost custody of their children- they are included in our POF. These women are at high risk of mortality.

Changes Tested

- Cleaning up the data in EMR and consistently using the OUD form- the Sheway team has been using the form
- Identified our most marginalized at risk clients and worked with the Overdose Outreach Team to collaboratively engage in care
- Monitoring missed doses of OAT more assertively

Lessons Learned

- The team has adopted the OUD from readily and report liking it
- Cleaning up the data and being consistent is harder than we thought
- The collaborative engagement with the OOT is taking more time than expected but we believe will be worthwhile in the long run and will continue to monitor
- Monitoring missed doses and assertively outreaching clients is still in beginning stages of PDSA

Looking forward...

- Getting through the Christmas season
- Educating clients on safe use and Narcan kits- client focus groups
- In January; setting up excel spreadsheet and workflow to monitor OUD clients more closely

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