

BURNABY MHSU OAT CLINIC: The BBY BOOSTers

- Our clinic is located within the Burnaby Mental Health & Substance Use Services, at the Burnaby Hospital site, and we operate M – F, 8:30 am – 4:30 pm.
- We provide Suboxone & Methadone to clients with OUD within the Burnaby and surrounding FHA areas.
- While most of our team has other roles and responsibilities within BMHSUS, our CSW, (Client Support Worker), is the full-time position dedicated to the OAT clinic.
- Our physician and NP, (Nurse Practitioner), work collaboratively and provide coverage for each other in order to meet the needs of our clients.



OUR TEAM:

Standing (L-R):

Steve Giannopoulos, (Clinical Coordinator);

Dr. S. Minhas; Steven Hashimoto, (Nurse Practitioner).

Sitting (L-R):

Jaya Panthalattu Jose, (Client Support Worker, CSW);

Desiree B. (PWLLE),

Sophia Tanaka, (Boost Coach).

Missing from the picture: Dina Lee, (MOA);

Pauline Dan, (Boost Coach).



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- **AIM STATEMENT: What are you trying to accomplish?**
- By December 2019 we aim to improve the retention rate of our clients from 71% to 95/%, (meaning that 95% of our clinic's clients will have an active OAT Rx for an uninterrupted period of 3 months or greater)



Population of Focus

We currently provide OAT to 65 clients with OUD:

- 49 Male
- 16 Female
- 65 with an active methadone or suboxone prescription
- 50 retained on OAT for >3months



Changes Tested

- We tested our “app’nt reminder calls” protocol with the aim to reduce our “no show” rate by 50%
- We tested sending letters to pharmacies about how to notify our clinic when a client missed a dose
- We are still testing our “missed dose” protocol



Progress so far:

- We have adopted our “app’nt reminder calls” protocol. Our “missed app’nts” rate went from an average of 25% to 12%.
- At the end of August 2019, all 65 of our clinic’s clients had an active OAT prescription. Of those, 50 clients have had their prescription started 3 months ago or longer, and all of them have been retained on OAT for 3 months or longer.



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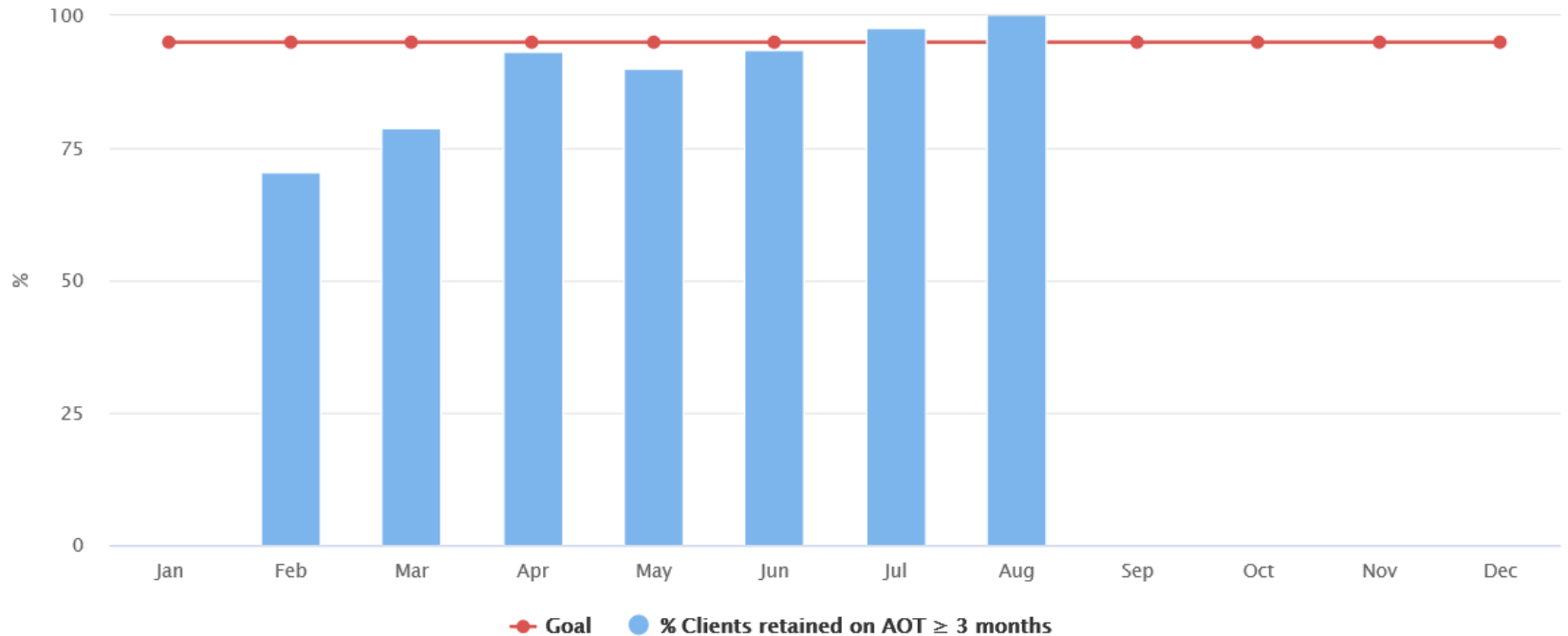
Month/Year	POF	POF Male	POF Female	Number of Clients with active RX	% Clients with active RX	Clients with an active prescription whose prescription's start date is equal to or greater than 3 months	Number of clients retained on OAT ≥ 3 months	% Clients retained on OAT ≥ 3 months
January								
February	60			51	85%	51	36	71%
March	83			57	69%	57	45	79%
April	67			60	90%	44	41	93%
May	71	48	23	66	93%	51	46	90%
June	62	44	18	55	89%	46	43	93%
July	62	46	16	61	98%	48	47	98%
August	65	49	16	65	100%	50	50	100%



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Retention on OAT for greater than 3 months

Print Graph



Lessons Learned

- We learned that several clients were consistent with attending their OAT appointments and did not require “reminder calls”. As a result, we modified our “appointment reminder calls” protocol. We now make “reminder calls” to only NEW clients and only to those clients who continue to have challenges in attending their appointments.
- The initial data from our “missed dose” protocol showed that the same several clients are missing their OAT doses at regular intervals.



Looking forward...

Finalizing an information page for clients, regarding missed OAT doses.

Contact Information

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