

# Chilliwack OAT: *Wack an OAT*



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## Our BOOST team

- Denise Armstrong, Clinical Coordinator and Team Lead
- Ron Plowright – QI Coach
- Shelley Vanderhoek – Nurse
- Ericka Young – CSW
- Dr. Wouterloot – Family Physician



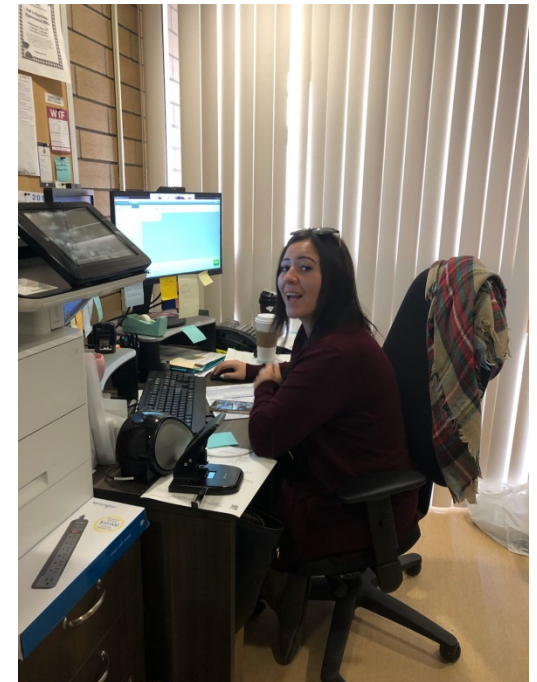
## Our Riverstone Chilliwack OAT team

- Cori Russell – MOA
- Ericka Young
- Denise Armstrong
- Physicians
  - Dr. Kibonge
  - Dr. Joneson (not pictured)
  - Dr. Hamilton
  - Dr. Ali
  - Dr. Mangat

Dr. Ali



Cori



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## Our Riverstone Chilliwack OAT team cont.

Dr. Kibonge



Dr. Mangat



Dr. Hamilton



## Our service

- We are an OAT clinic servicing clients with OUD living in Chilliwack, integrated with a Medically Assisted Community Withdrawal Management program, *Riverstone Program*.
- In our OAT clinics, we assess for OUD and prescribe Suboxone, Methadone and Kadian.
- We provide supportive counselling and referrals to other programs that might help in the recovery journey.

## Population of focus



- 105 clients total (75 that have been clients for longer than 3 months)
- 70 Men
- 45 Women
- 70 Active Methadone prescription
- 29 Active Suboxone prescription
- 6 Active Kadian prescription
- 66 Retained on OAT >3 months (88% retention)

## AIM statement

- By November 2019, we will reduce the percentage of appointment no shows in the OAT clinic by 50%, from 22% (March 2019) to 11% by November 2019.



## Change ideas tried



- Reminder calls the day prior to appointment
  - Use 'million dollar question' to get BEST contact information. "If you won a million dollars and I had to reach you to give you the money, how would I contact you?"
  - Customized reminder calls to preference . Eg. Same-day reminders or multiple reminders.





## Change ideas tried cont.

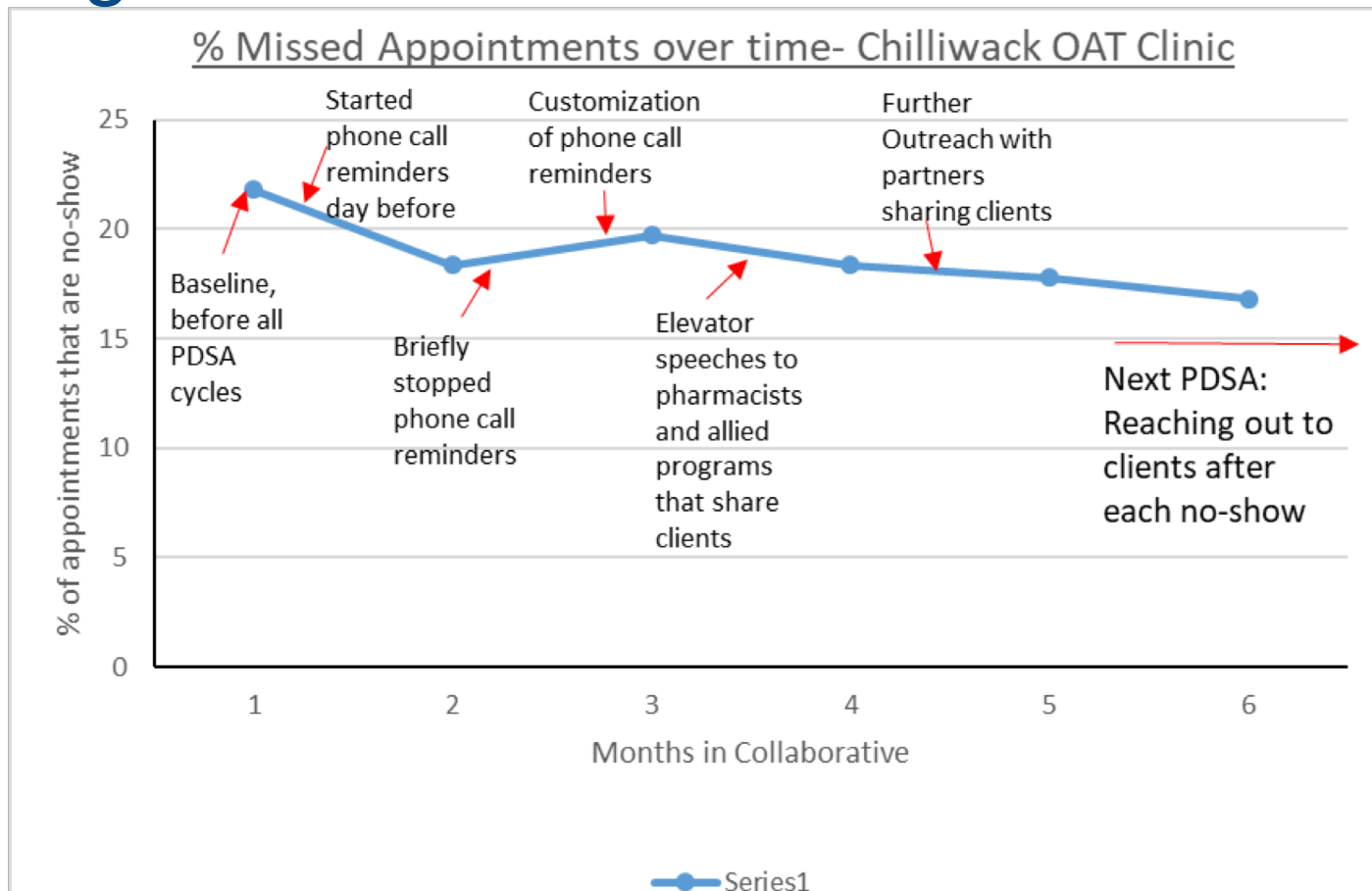
- Partner with service providers to pass on appointment reminders to shared clients (with client permission)
  - Elevator pitch to service partners and pharmacies
  - Call partner agencies to leave messages with appointment times
  - Received missed dose information from pharmacy partners



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## Progress: 20.4% reduction in no-shows



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- Importance of tracking data in QI projects.
- Increased client connection and engagement has improved retention and attendance.
- Reminder calls that will be useful look different for everyone.
- Connection with community partners and pharmacies helps us stay connected to clients.
- Clients are more likely to attend and be retained on OAT when we have a good relationship with them.

## Next steps

- Follow-up phone calls after missed appointments
- Family and friends education sessions and collection of feedback
- Evening or weekend clinic to support clients who work regular office hours
- Text reminders
- Rapid access clinics (Drop-in style appointments)
- Greater connection to outreach services
- Client feedback forms



## Do you have questions?



### Contact information

- Denise – [Denise.armstrong@fraserhealth.ca](mailto:Denise.armstrong@fraserhealth.ca)
- Shelley - [Shelley.vanderhoek@fraserhealth.ca](mailto:Shelley.vanderhoek@fraserhealth.ca)
- Ericka – [Ericka.young@fraserhealth.ca](mailto:Ericka.young@fraserhealth.ca)
- Ron – [Ron.plowright@fraserhealth.ca](mailto:Ron.plowright@fraserhealth.ca)
- Dr. J. Wouterloot – [Johan.wouterloot@fraserhealth.ca](mailto:Johan.wouterloot@fraserhealth.ca)