

Kelowna OAT Clinic



Kelowna OAT

We are a stand alone OAT and iOAT clinic serving Kelowna, West Kelowna, Lake Country and Peachland. Our clinic is co-located with Kelowna Mental Health & Substance Use. Drop in appointments are available every day.

OAT Hours:

Mon-Fri: 8:30AM – 8:00 PM

Saturday: 8:30 AM – 4:00 PM

iOAT Hours:

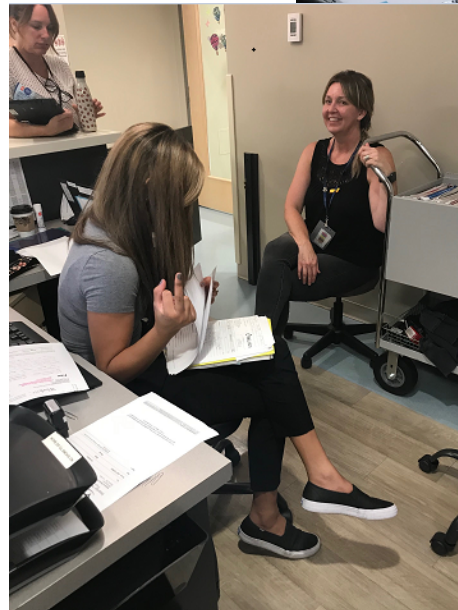
8:00AM – 8:00PM every day

Aims

- Survive working in a high volume clinic and improve patient experience to ensure that new patients are seen as quickly as possible, don't have to wait long, and have support with all aspects of treatment.

Clinic Team

- Includes:
 - 1 Nurse Practitioner
 - 8 physicians
 - 2 Social Workers
 - 2 Nurses
 - A small army of MOAs

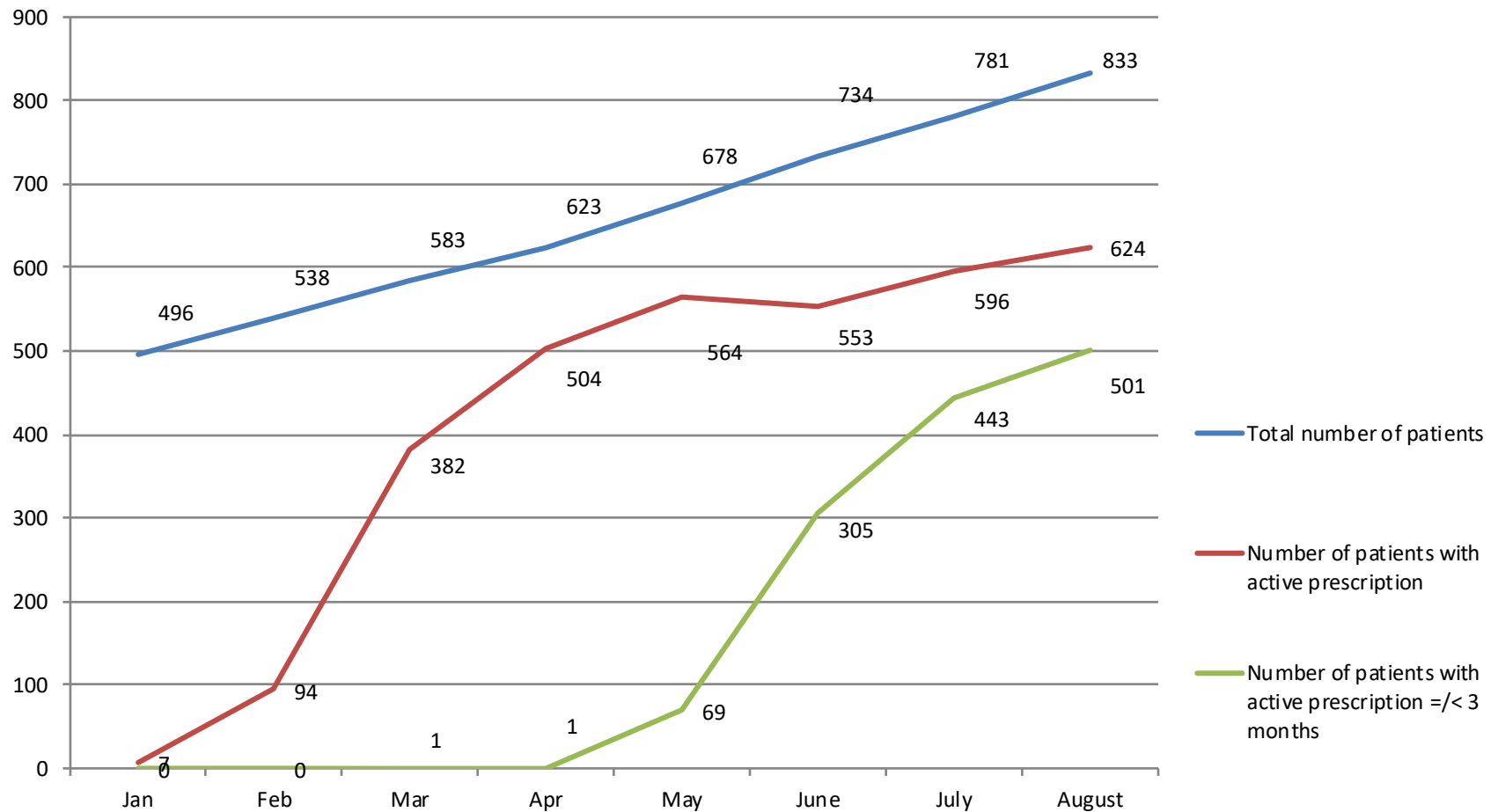


Special Thanks

-Brett and his team from
Pharmasave (located in
same building)



BOOST measures



progress so far:

- Implemented prescribing in Profile
- Developed missed dose protocol
- Optimized MOA tasks – desk, sample room, phone, faxes
- Support with coverage of medications
- Creation of weekly dashboard showing performance measures
- Clinicians call people who have missed 2-3 doses before their dose is reduced or cancelled
- Cross training SCS staff in OAT to better understand OAT
- Daily call to City cells to identify people with OUD or who are on OAT
- Cross coverage of prescribers so that most daily requests are met
- Regular huddles to identify issues affecting the clinic that day
- Maintain regular communication with referral sources (hospital, corrections, withdrawal management)



Lessons Learned

- Takes a lot of time to perfect data collection and prescriptions in Profile.

Patient Name **Test, Intrahealth** DOB **28 Jan 1970** PHN **987654321**

Provider Checklist
 HCV Ab Status: Yes No HCV PCR Status: Pos Neg Treated Last QTc:
 HBV Status: Immune Not Immune Contraceptive: Last QTc Date:

OAT Medication: Prescription Type:
 Suboxone mg/day days
 QUANTITY: START: END: DAYS / WEEK WITNESSED INGESTION:
 Carries Daily Witness

Directions for Use Clear Basic Instructions
 FOLIO NUMBER: New Rx Print Rx

Previous Prescriptions Show Only OAT Prescriptions

Date	25 Feb 2019	4 Feb 2019	4 Feb 2019
Medication	Suboxone 196 mg	Kadian OAT 560 mg	Suboxone 140 mg
Start	26 Feb 2019	24 Feb 2019	18 Feb 2019
Dose	28 mg Oral	80 mg Oral	20 mg Oral
Duration	1 week	1 week	1 week
Dispense	Daily Witness (7 days witness...)	Carries (3 days witnessed)	Carries (3 days witness...)
Instructions	Take 28 mg SL daily, daily witnessed ingestion, Feb 26 - M...	Starting on 24 Feb 2019, take 80 mg of Kadian each day fo...	Starting on 18 Feb 2019, take 20 mg of Suboxone ea...

Prescriptions on this Encounter
 Date Prescription
 24 Jul 2019 Rx:Suboxone 700 mg, Dose:50 mg every 1 day, Take 50 mg SL daily, daily witness...

Missed Doses last 7 days: last 30 days: Clear Missed Dose Alert Show Missed Doses

Encounter Notes Basic Visit No Show
 This patient is currently on Suboxone 50 mg/day. She appears to be stable and doing well. A new prescription has been provided for 2 weeks at a dose of 50 mg/day. Next appointment is: 1 week

UDS Results Screening Comments
 Client did not present for scheduled random screening. No test could be performed.

Date	Rando...	Super...	Witne...	Meth ...	Bupre...	Fentanyl	Morph...	Oxy	Cocaine	Amph...	Benzos	Ox PCC	Creat	Temp
27 May 2...	True	False	False	-	-	-	-	-	-	-	-	-	-	-
27 May 2019	False	False	False	-	-	-	-	-	-	-	-	-	-	-
27 May 2019	False	False	False	-	-	-	-	-	-	-	-	-	-	-
09 May 2019	False	False	False	-	-	-	-	-	-	-	-	-	-	-
06 May 2...	True	False	False	-	-	-	-	-	-	+	-	-	-	-
30 Apr 2019	False	False	False	-	-	-	+	-	-	-	-	-	-	-
09 Apr 2019	False	False	False	-	-	-	-	-	-	-	-	-	-	-

Lessons learned

- Challenge for physicians to participate in QI work due to busy clinics and multiple commitments.
- Providing regular tracking stats provides opportunity to tweak clinic processes.

Provider (Physician/ NP) Stats:	Mon Jun 10	Tue Jun 11	Wed Jun 12	Thu Jun 13	Fri Jun 14	Sat Jun 15	Totals
Total Provider Hours / day (Clinic Hours)	14.5	14	15.5	13	7	3	67
Number of patients booked / day	93	60	68	100	35	17	373
Number of no shows for booked provider appointment	27	23	22	40	6	8	126
Number of patients seen / day	66	37	46	60	29	9	247
Percentage of no shows	29%	38%	32%	40%	17%	47%	35%
Number of New Starts	3	2	5	4	2	0	13
Number of Transfers	0	0	0	0	0	0	0
Number of Re-Starts	5	1	6	1	0	0	8
Number of Files Closed	0	0	0	0	0	0	0

Looking Forward

- Use new Profile functionality to send appointment reminders by text for every appointment.
- Regional OAT standardization of clinic guidelines includes QI and treatment retention ideas that can be adopted by other clinics
- Automated reporting allows other clinics to look at their own treatment and retention performance measures



Introduction

Quality Improvement & Treatment Retention

The BC Centre for Excellence in HIV/AIDS has led a quality improvement collaborative called BOOST (Best Practice in Oral Opioid Agonist) where they set some high-level targets for all clinics to try to achieve. These targets are:

- ◆ 95% of clients with opioid use disorder have an active prescription
- ◆ 95% of those clients with an active prescription will be retained in treatment for greater than 3 months.
- ◆ All clinics have a way to incorporate the patient voice

