

# Overdose Outreach Team



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- OOT is comprised of 13 Outreach Workers, 2 Peer Support Specialists, and 4 SWs, plus administrative and leadership support. The team covers the VCH region, including Richmond, Vancouver, North Shore, Squamish, Whistler/Pemberton, and Powell River.
- The team has rapidly expanded since March 2019.
- OOT provides connections to addictions care and support for clients in the VCH region who have recently experienced opioid overdose, and/or are at high risk for opioid overdose.
- Services Include:
  - Navigation and linkage to appropriate services
  - Support in accessing Opioid Agonist Therapy (OAT) ( e.g., methadone, suboxone etc.)
  - Following up on clients who are Lost to Care from OAT Services
  - Overdose prevention education

# Population of Focus

People who live within VCH region (North Vancouver, Vancouver, Richmond, Squamish, Whistler/Pemberton, and Powell River) who have experienced an overdose or are at risk of an overdose and would like support navigating substance use services.

Current data shows that we have about 300 active clients per month across the VCH region.

# Aim Statement

OOT aims to increase access to substance use and other relevant health and community services and resources by:

- ✓ Ensuring that 95% of total received referrals have contact attempts made (phone, email, text, in person) within 3 business days (previously tracking 'contact made' with client).
- ✓ Ensuring that 95% of active referrals are successfully linked to substance use or other relevant health or community resources. Target for 95% by December 2019.

# Ch-ch-ch-changes: How we spent our summer vacation

- Since June 2019
  - Increased from avg. 75 open clients to avg. 200+ open clients/month
  - 4 new outreach workers on the Vancouver team
  - 2 new peer support specialists (new role on the team; contracted partnership with RainCity Housing)
  - 1 new team lead (new role on the team)
  - 1 new full time admin
  - 1 new SW position embedded with Anne Vogel and Columbia St. clinics
  - Expanded to Powell River (1 ORW, 1 SW) and Whistler/Pemberton (1 ORW)
  - Piloted a partnership with Vancouver Fire
  - Piloted an OAT Lost to Care follow up partnership with DCHC
  - Launched some specific liaison partnerships between OOT and other service providers ie. Withdrawal Management, SPH ED, Insite
  - Improving our internal processes to make intake less cumbersome and time consuming

# What does it all mean?

With our energy directed towards all these exciting changes, we have been a bit shy of our aims over the last few months.



# AIM #1

Ensuring that 95% of total received referrals have contact attempts made (phone, email, text, in person) within 3 business days.

From January 1<sup>st</sup>-June 30<sup>th</sup> we were able to make contact with 70% (323) referrals within 3 business days.

# AIM #2

Ensuring that 95% of active referrals are successfully linked to substance use or other relevant health or community resources.

From January 1<sup>st</sup>-June 30<sup>th</sup> we were able to connect or re-connect 74% of clients (338) with a health, substance use (including OAT), or social service.



# Lessons Learned

- WE LOVE OUR ADMIN SUPPORT! From June-mid August we only had very part-time admin support. We have a new appreciation for how much they contribute to our team!
- Reviewing our referral review process to develop more efficient procedures took time away from frontline work. We hope this short-term dip in our responsiveness to referrals will be rectified by our new referral review process.

# How will we know we've improved?

We regularly track our aims through an Excel tracking sheet, and we are excited to see the impact of our changes show up in our next data review.

In our next analysis we will look at our data from August 2019-December 2019. We expect to see an increase in our responsiveness to referrals and in our rates of connecting clients to care.

# Looking forward...

Our plans for the coming months are to:

- Continuing and solidifying our community liaison partnerships
- Developing partnership with Vancouver Jail
- Developing our OAT Lost to Care follow up
- Developing procedure to follow up with
- Hiring NPs for Vancouver and Sea to Sky Region
- Bring the regional team together to celebrate our achievements of the last 6 months and plan for the next year.

# Contact Information

**Referrals: 604-360-2874**