

Quibble Creek Surrey OAT Clinic

The Oatmeal Cookies

Our Team:

- Rachel Brown - MOA
- Leanne Frederickson – MOA
- Justine Bal – Nurse
- Sonia Goswami – Nurse
- Vicki Dyer – Clinical Support Worker
- Dr. Sarah Mark – Physician Lead
- Fraser MacKay – Manager
- Tracy Savoy – Clinical Coordinator



Our Service

We are a Fraser Health community Opiate Agonist Treatment Clinic providing opiate agonist medications and assessment, education, referral, support and counselling services to clients dealing with opioid dependency.

Aim Statement

- By December 31, 2019, the aim of the Quibble Creek OAT Clinic is to improve the percentage of clients with an OAT prescription for an uninterrupted period of 90 days or longer from 83% to 95%.



Our Population of Focus

We have 419 clients accessing services at our site:

- 307 Male
- 132 Female
- 312 with an active prescription
- 229 with an active prescription start date equal to or longer than 3 months
- 220 retained on OAT for more than 3 months



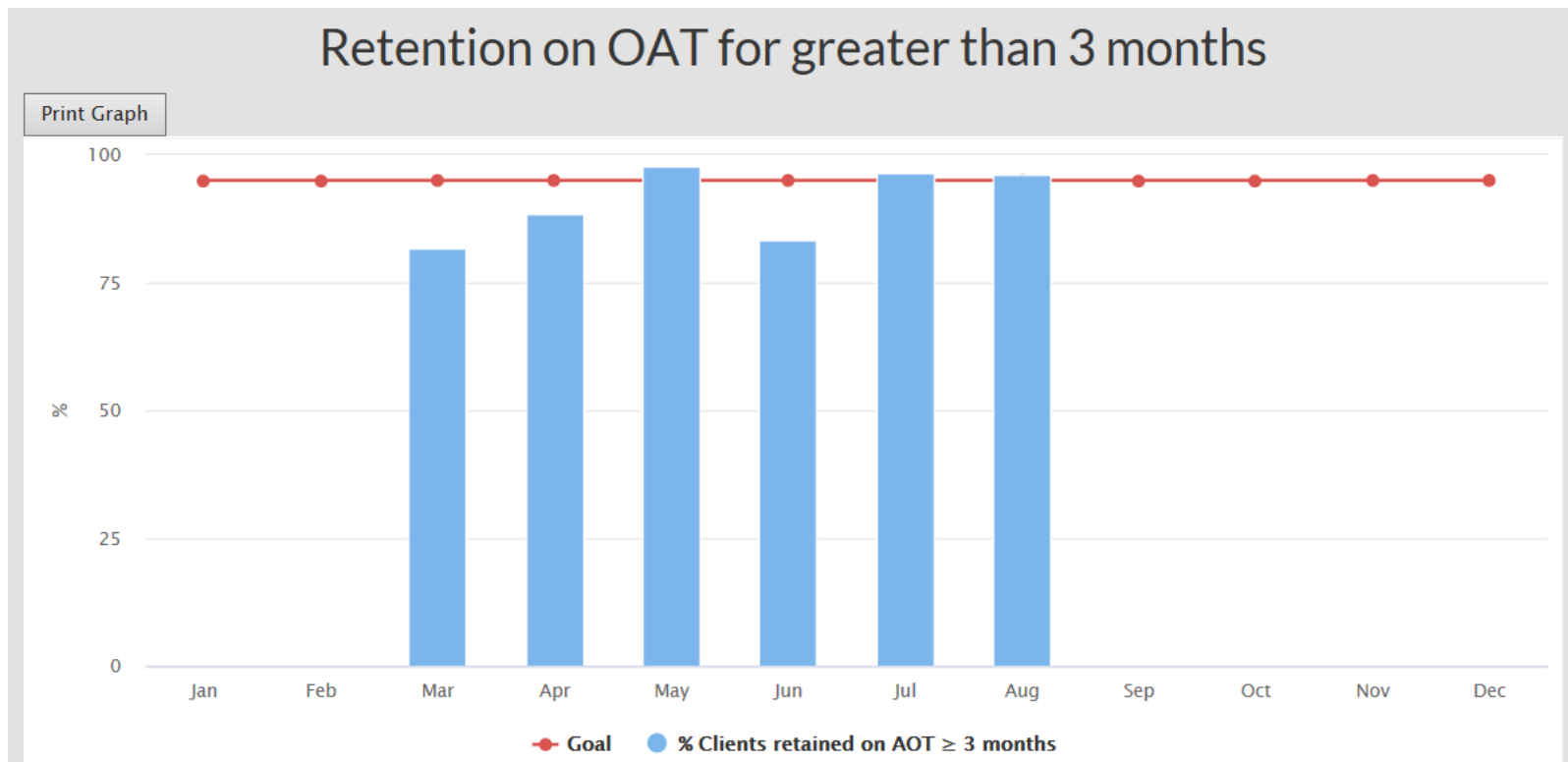
Changes Tested

- Moved from focusing on sample to whole population of focus
- Stamped back of prescriptions requesting pharmacist call nurse when client misses certain number of doses
- Conducted surveys with clients asking “What changes would improve their experience with our program?”
- Created “tracking sheet” with Missed Dose Protocol activities to help with practice consistency and obtaining more accurate numbers
- Developed a Missed Dose Protocol:
 - Each day MOA’s place missed dose faxes in a file folder for RPN’s and CSW to follow-up with clients.
 - Nurse and CSW split the missed dose faxes and review these to determine who has missed 2 doses of methadone; 4 doses of suboxone and 1 dose of kadian. These clients are then called about the missed dose.
 - Nurse and CSW chart outcome of call in Profile database
 - Nurse and CSW indicate on tracking sheet the activities related to Missed Dose that have occurred each day



Share your progress so far:

We achieved our goal of increasing our client retention rate from 83% to 95% for an uninterrupted period of 90 days or longer.



Lessons Learned

Lessons Learned:

- Need to have a plan in place when casual staff are working to continue implementing change activities in consistent manner
- It's important to break down in detail all elements of a change activity to enable everyone to be on the same page
- A tracking sheet with all of the aspects of the change idea helps to gain more consistency with implementation and more accurate numbers
- Division of labor important to keep workload manageable
- Having a Missed Dose Protocol assists staff with becoming familiar with clients who frequently miss doses



Looking forward...

- Very few clients answer when the nurse is calling regarding a missed dose. Going forward, our program is implementing texting clients, with their permission, about a missed dose
- The #1 suggestion pulled from the survey to improve the clients' experience with our program was decreasing their wait time to see the physician.
 - To decrease the wait time, our team will explore utilizing shared care practice on a larger scale.



Contact Information

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