

# BOOST Collaborative

## RAVEN SONG MENTAL HEALTH & SUBSTANCE USE



**Dr. Puri**

**THE SOARING RAVENS!!**

# Your Collaborative Team

## Raven Song Mental Health and Substance Use

- We are on the 3<sup>rd</sup> floor of the Raven Song site and serve clients with all substance use issues.
- We have three doctors and two nurses: addictions clinic M-F
- 0830-1700hrs.
- Raven Song MHSU addiction medical team (at this time, the concurrent practitioners/counsellors are not involved)

### Team Members:

- Addiction Doctors: Clair, Puri, and Jafari
- Team Lead: Teresa Campos
- RNs: Martial Legault, Santosh Gill
- PA: Alexandria Dumont
- Clinical Resource Nurse: Donna Haglund
- Manager Raven Song MHSU PC HH: Nicole Latham



**Who is this nurse?**



Best-Practices in  
ORAL OPIOID AGONIST  
THERAPY Collaborative

# Aim Statement

## **Aim Statement:**

- We strive to provide accessible, acceptable and empathic patient centered addiction care of high quality through a shared care model; in order to improve the outcomes for our clients.

## **We Aim to:**

- increase engagement
- of new clients we will start on OAT in the first week
- improve retention
- of new OAT clients observe a 25% increase in quality of life (measured by the PROMIS questionnaire) after 3 mos.

# Describe your Population of Focus

## Population of Focus

- (Describe your population of focus)
- Clients with Substance Use Disorder engaging in care with the Raven Song Mental Health and Substance Use addiction medical team (defined as those with an active referral in Paris for OUD, with at least two visits in the last 3 months, and who has not been transfer to other providers).
- Current caseload 83 are OAT out of 127 clients.



**Dr. Clair**

# Changes Tested

- Daily appt. reminders, we found this did not make a significant difference to missed appointments. But many of the clients voiced that they appreciated this service . Thus, we will continue.
- Over time we noticed that there are less calls to nurses to confirm appointments.
- Also, clients are calling in to cancel appointments and rebook vs no shows.
- We created a letter to explain the BOOST Collaborative and have invited clients to offer their input.

# Changes Tested

- We have developed a relationship with RAAC ( Rapid Access Addictions Clinic at SPH) and have been receiving multiple transfers of OAT clients.
- Client Survey:  
[Raven Song MHSUS satisfaction survey.pdf](#)
- (right click and open hyperlink)



# Changes Tested cont'd

- As another option for OAT we are trying micro dosing for induction of Suboxone.
- We are also developing a relationship with the Overdose Outreach Team and they have communicated the status of 3 lost to contact clients—thank-you OD Team !!!



**Dr. Jafari**

# Lessons Learned

- We are better monitoring Random UDSs on an excel spreadsheet for clients with carries, involving pharmacies to give clients UDS requisitions for clients without phones etc.—this has been working with 50% of the clients.
- We have been encouraging client to do in office Suboxone inductions vs at home to minimize the risk of precipitated Suboxone withdrawal.
- We have found most client prefer home induction vs office induction with directions and phone support.



# Looking forward...

- We would like to see capacity for drop in clients who are disorganized .
- Some clients are voicing a frustration with not being able to acquire their OAT Rx after hours and weekends.
- Client Surveys: we are collecting feedback from clients to help improve care and services.
- We have symptom support drug in stock at Raven Song.

# Looking forward...

- Post Detox Outpatient Stabilization Program at Raven Song:
- We propose:
- Medical ( MD/RN) support to clients who are discharged from detox without a plan.
- Daily Drop in counselling sessions limited to 15-20mins. To work on a recovery plan
- Primary Care support at Raven Song?
- Limited to Raven Song clients –
- available for all substance of abuse.



# Looking Forward

- Plan:

Currently under discussion.

Under proposal:

Injectable Opiate Agonist Therapy ( IOAT);

After the clients have been started on IAOT at the Portland and Native Health, they would be transferred to Raven Song Substance Use for

# Contact Information

- Team contact information :
- Raven Song MHA Services :
- 604-872-8441
- Or contact the nurses:

[Santosh.Gill@vch.ca](mailto:Santosh.Gill@vch.ca)

[Martial.Legault@vch.ca](mailto:Martial.Legault@vch.ca)