

# South MHSU-Our Collaborative Team

## Team Members:

- Jennifer Glasgow-Manager
- Heidi Schmidt-Team Lead
- Michelle Maynard-Beall-Intake, harm reduction
- Connie Carson and Sonya Kraemer-Substance Use Nurses
- Sarah Troffe, Jennifer McNeely, Ding Mi, Katharine Ingham, Claudia Dagnino & Megan Graham-Concurrent Disorder Clinicians

# Aim Statement

By July 2018, we will redesign South MHSU Addiction Medicine Program to provide improved care and engagement for our clients with OUD. We will accomplish this through review/redesign of our intake processes and using new reminder and follow up calls (for missed appointments, after 2 missed doses, and the day after starting suboxone). The improved care will be evidenced by:

- 90% of new clients with OUD who request OAT will have started OAT with 3 business days of their request
- 75% reduction of clients with OUD who “no show” for appointment
- 75% reduction of missed doses
- 50% of OAT clients will have connection with at least 1 other South/VCH MHSU service (i.e. counselling, group program, MH case management, acupuncture, SMART)

# Describe your Population of Focus

- Clients with an opiate disorder diagnosis: 304.00
- As a result our population of focus was reduced to 116 (with diagnosis of 304.00)

# Change # 1: Faxed letter to pharmacies requesting notification of missed doses



South Mental Health &  
Addiction Services

#220 – 1200 West 73<sup>rd</sup> Avenue  
Vancouver, BC V6P 6G5

Phone: 604.266.6124 Fax: 604.266.7134

To: \_\_\_\_\_

From: South Mental Health and Addiction Team (Addiction Nurse)

RE: Request for fax notification if client misses doses

This person is a client of our team: \_\_\_\_\_

Please contact our office if the client misses any doses of their Opiate - Replacement Therapy (i.e., Kadian, Suboxone, and Methadone).

**We prefer fax notification - FAX 604.266.7134**

**Vancouver Coastal Health Authority (VCH) has an after-hours phone service for pharmacists or doctors to speak with a VCH Addiction Doctor regarding opiate replacement therapy/opiate antagonist scripts (i.e. Kadian, Suboxone, and Methadone). This number is a phone center who will relay your inquiry to the On-Call doctor on duty. The VCH doctor will call you back.**  
**Phone: 604.607.1668**

#### Hours of Service

**Monday to Thursday – 5 pm to 8:30 am next day**

**Friday to Monday (24 hours Sat/Sun) – 5 pm Friday to 8:30 am Monday**

If you have any questions, please call our office 604.266.6124 and ask for the Addiction Nurses.

# Lessons Learned

- Consider implementing smaller PDSA cycles-most of our timelines have been one month but we could try smaller ideas for shorter periods of time with less clients.

# Looking forward...

- Create a South MHSU pamphlet with services offered on site—to be given at intake or when interacting with one service provider to better inform the clients' requests from our team.
- Review intake process and track new clients and retention to service. Once this is completed for one month, review data and implement follow up plan to possibly retain an increase in new clients for substance use services.

# Contact Information

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