

# 3 C team: communication, contact and connection

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- Team members include a nurse, a peer outreach worker, a coordinator and the larger team of the Rapid Access to Addictions Medicine clinic.
- Walk in outpatient clinic serving adults (19+) in greater Victoria who use opiates and want to start Opiate Agonist Therapy.



# Aim Statement

- To achieve a 20% decrease in missed doses for clients (3 doses for methadone, 5 for suboxone) by November 2019.



# Describe your Population of Focus

- Clients (19+) who attend Rapid Access to Addictions Medicine Clinic and start Suboxone or Methadone.



# Changes Tested

- Peer Support Outreach worker to text clients to remind them of appointments if history shows they are likely to miss their appointment.
- Provide clients with a helpful tips form so they are aware of what to do if they miss an appointment.
- Ensure clients are aware that a prescription will be left for them to pick up if they miss their appointment.



# Share your progress so far:

- Texting clients with appointment reminders has proved helpful anecdotally. This is preferred over phone due to easier access to Wi-Fi compared to data plan minutes.
- Clients have mentioned this is very helpful and makes them feel more connected to the clinic.
- Helpful Tips form created and distributed.
- Nurse received access to medinet so we are able to gather relevant data.
- Baseline data collected regarding missed doses.



# Lessons Learned

- We learned that having multiple ways to contact clients is very valuable. Often we lose people to contact, so the capacity to text the client is most helpful.
- Providing information in a variety of ways can help it be retained or referred to later.
- Having information available for family members and other supports helps share the knowledge of what to do when a dose or appointment is missed.



# Looking forward...

- Continue monitoring how the use of texts keeps us in contact with clients.
- Conduct chart reviews of missed doses November 30 2019 and June 30, 2020.



# Contact Information

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