Interdisciplinary Community-Based Care Models For Opioid Management

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Learning Objectives

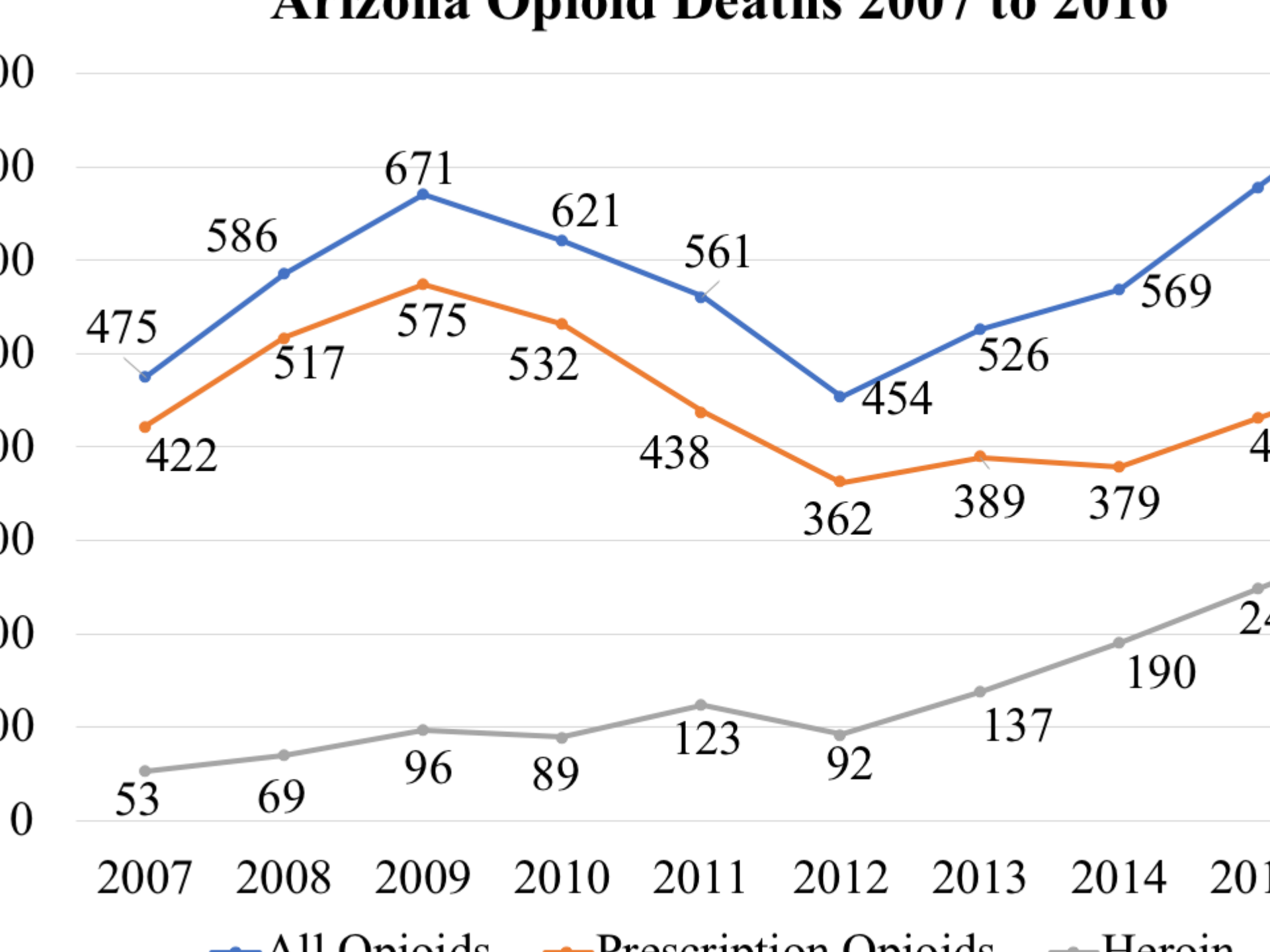
- **Describe Arizona landscape and intervention efforts**
- **Discuss the components of a an interdisciplinary collaborative care model for high-need, complex adults**
- **Discuss Health Plan/Provider Partnerships and Interdisciplinary Interventions**

Banner University Health Plans

Tucson, Arizona-based

Statewide geographic service area
Merged with Banner Health in 2015

- Banner University Family Care (Medicaid)
- Banner University Care Advantage(Medicare Special Needs Dual Eligible)
- Cenpatico Integrated Care (SMI/Medicare)
- Arizona Long Term Care (October 2017)
- Will offer *Complete Care* (Integrated GMH/SA) October 2018

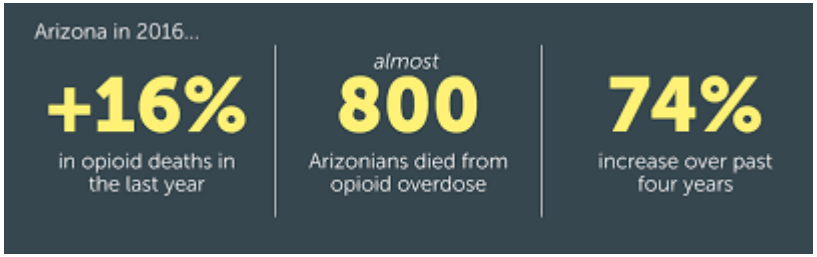

Arizona Opioid Deaths 2007 to 2016
475
586
671
621
561
454
526
569
422
517
575
532
438
362
389
379
53
69
96
89
123
92
137
190
2007
2008
2009
2010
2011
2012
2013
2014
All Opioids
Prescription Opioids
Heroin

The 2018 Arizona Opioid Epidemic Act

Identifying gaps in and improving access to treatment, with a new $10 million investment

- A five-day limit on the **first fill** of an opioid prescription
- A dosage limit of less than 90 MME for **new** opioid prescriptions
- Regulatory oversight by the Arizona Department of Health Services on pain management clinics
- A "Good Samaritan" law to encourage people to call 9-1-1 in an overdose situation.
- Education on the risks associated with opioids for all prescribers
- Electronic prescribing of opioid prescriptions and database verification
- Red prescription container cap to alert the health consumer that opioids have risks
- Require structured sober living homes to develop policies and procedures that allow individuals to continue receiving medication-assisted treatment while living in the home
- Designated drop off locations for legal or illegal drugs and referral to a substance use treatment facility

- Coordinated **Medicaid strategies** and integrated **Centers of Excellence partnerships**



Healthy Together Care Partnership

- Home-based Collaborative Care program since 2014
- Housed in Banner University Medical Group
- Interdisciplinary team
  - Nurse Practitioner, Clinical Pharmacist, Behavioral Health Consultant, RN Case Manager, Community Health Partner
- Funded by Banner University Health Plans

Program Focus

- Align clinical care across disciplines

- Support of the psychosocial aspects of care
  - Trauma
  - Poor support
  - Few resources
  - Confusing medication protocols
  - Poor health behaviors
  - Anxiety
  - Language and cultural barriers

Program Features and Goals

- Co-management with primary care
- Home and community-based
- Short term, self sufficiency
- Healthy University (Healthy U)

- Aims to
  - ✓ Improve appropriate utilization
  - ✓ Bend cost curve
  - ✓ Improve quality of life
  - ✓ Improve provider and patient satisfaction

Healthy Together Program Outcomes

Satisfaction

- 94% -Very Satisfied
- 94%- Likely to Recommend

Health Management

- 87%- Improved understanding of condition
- 94% -Better able to manage heath

Health Status

- **87%- Health improved**

Utilization Improvement

- 10% Reduction in ED
- 20% Reduction in Inpatient Admissions

Behavioral Health
17% ↓ reduction in IP Admissions
Chronic Kidney Problems
32% ↓ reduction in IP Admissions
Diabetes
29% ↓ reduction in IP Admissions
Hypertension
10% ↓ reduction in ED Visits & 15% ↓ in IP Admissions

Meeting Tanya's needs with HTCP

Meet Tanya…

42 year old woman with hospital admission for bowel obstruction. She has multiple conditions including hypertension, anxiety, depression, morbid obesity, chronic pain, and history of falls.

With the help of her Healthy Together care partners she:

- Established care with a trusted **PCP**
- Made **medication changes** to prevent loss of balance
- Managed her **hypertension** with weekly monitoring
- **Lost significant weight** with daily exercise, and dietary changes
- Enrolled in specialty **behavioral health** services
- Developed **advanced care directives**
- Obtained **service dog**

Meeting Ms. W's needs with HTCP

Ms. W's relationship with pain medication began with a Coronary Artery Bypass Graft (CABG). She also has a history of diabetes, hypertension, high cholesterol, major depression, history of sexual abuse, and obesity and had several post-surgical complications which further exacerbated her pain.

She was discharged home with 7.5 mg Morphine 4 times a day

The Healthy Together care partners:

- Worked with her **PCP** to manage her pain
- **Clinical pharmacist** monitors closely and advises PCP
- Reduced her **medication dose** while adding other pain management self-care techniques
- Helped her enroll in **behavioral health services** to address depression and eating disorder
- **Set weekly goals** toward health improvement and medication reduction

Assurance Health & Wellness Clinic

Assurance Health and Wellness Centers
Four-Quadrant Approach to Opiate Reduction

COMMUNICATION

- Communication plan to outreach patients on high dose opiates – letter and office visits

HARM REDUCTION

- Begin reduction of dosage by 5%-10% each month until weaned or on low maintenance

MONITORING

Institute UA testing, check of CSPMP with every new RX and refill request, coordination with specialists, custom reports

ACKNOWLEDGE & ADDRESS PAIN

- Referrals to CBT therapy group for chronic pain & wellness program

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Community Partners

Christian Moher, MD

Assurance Health and Wellness Centers

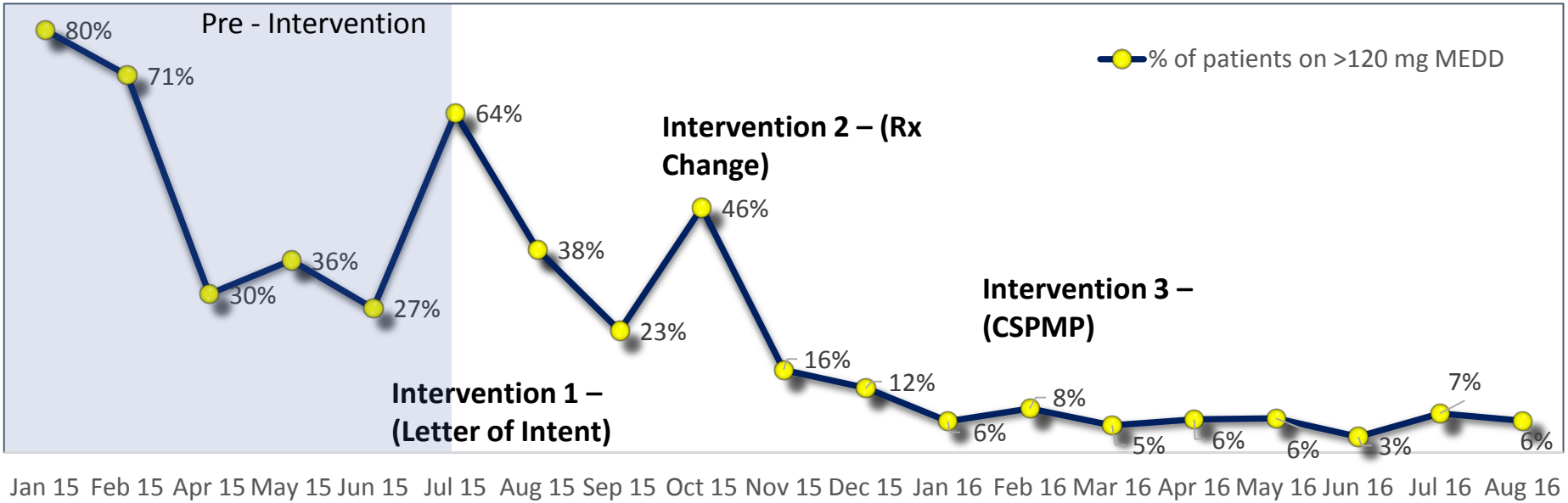
Person-centered Collaborative Care Planning Model

- ❑ Wellness
  - ➢ Peer support, Personal Trainer, Nutritionist
- ❑ Medical
  - ➢ Primary Care, Nursing, Pharmacist
- ❑ Therapy and Assessment
  - ➢ Behavioral Health Clinician
- ❑ Psychiatry
  - ➢ Psychiatrist, PNP
- ❑ Population Health Management
  - ➢ Population Health Director, Data Analyst, MS

Results of the Assurance Opiate Reduction Project

Project Aim: To reduce the percentage of patients prescribed high dose opiates of 120 MEDD to less than 10%

- Between May 2015 and August 2016, Assurance Health & Wellness reduced high dose opiates from 36% to 6%
- Reduction in total cost per month from prescription opiates from $1,740.00 to $276.00
- 2% of members in reduction program transferred care to another practice



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Source: Christian Moher, 2018

Questions or Thoughts?
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Healthy Together Video:
https://www.youtube.com/watch?v=OCrSfNFCzso
Keywords: Healthy Together, Banner Health

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