

Maximizing Access to Care

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Learning Collaborative Q9

November 15, 20, 10am-2pm

December 2, 4, 10, 10am-2pm

UCLA Integrated Substance Abuse Programs

California Hub and Spoke Project

The use of affirming language inspires hope and advances recovery.

LANGUAGE MATTERS.

Words have power.

PEOPLE FIRST.

The ATTC Network uses affirming language to promote the promises of recovery by advancing evidence-based and culturally informed practices.



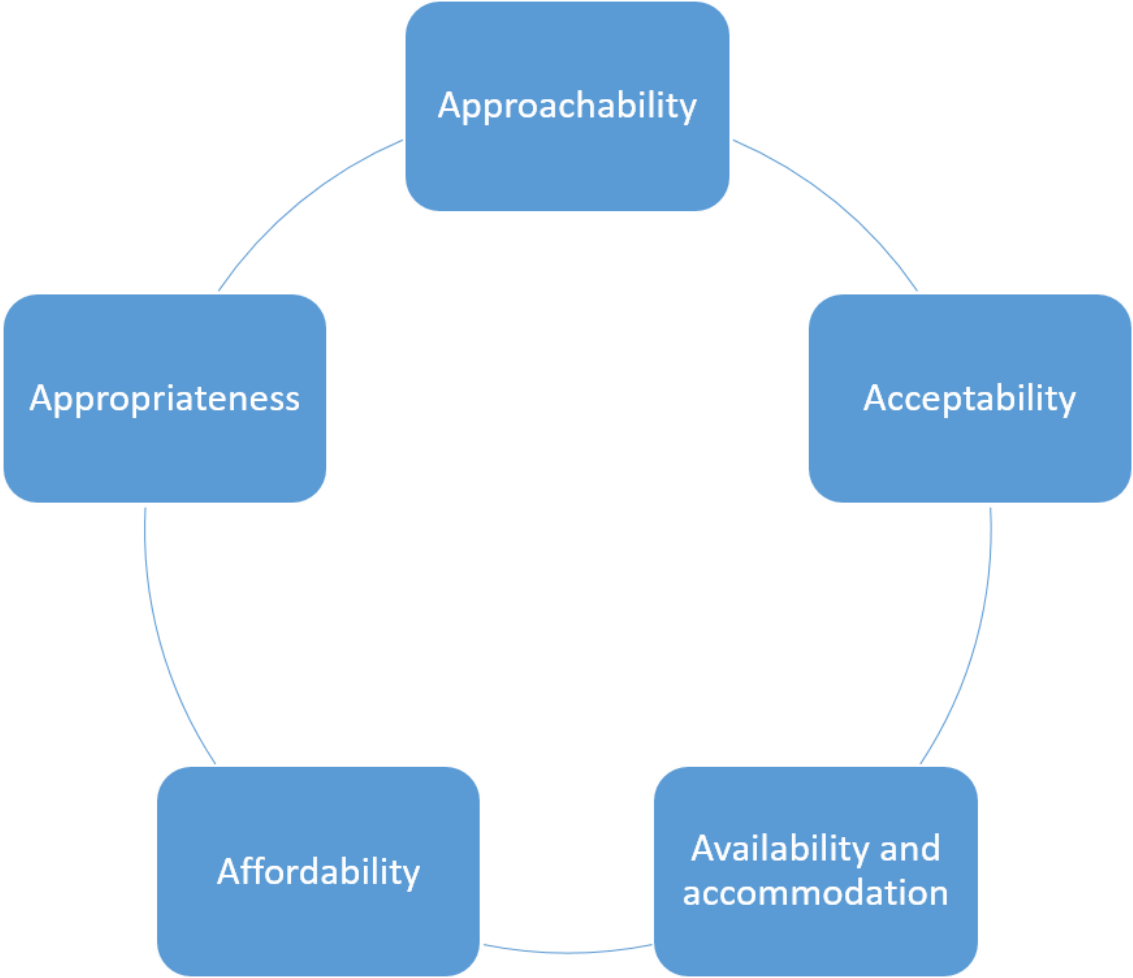
ATTC

Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

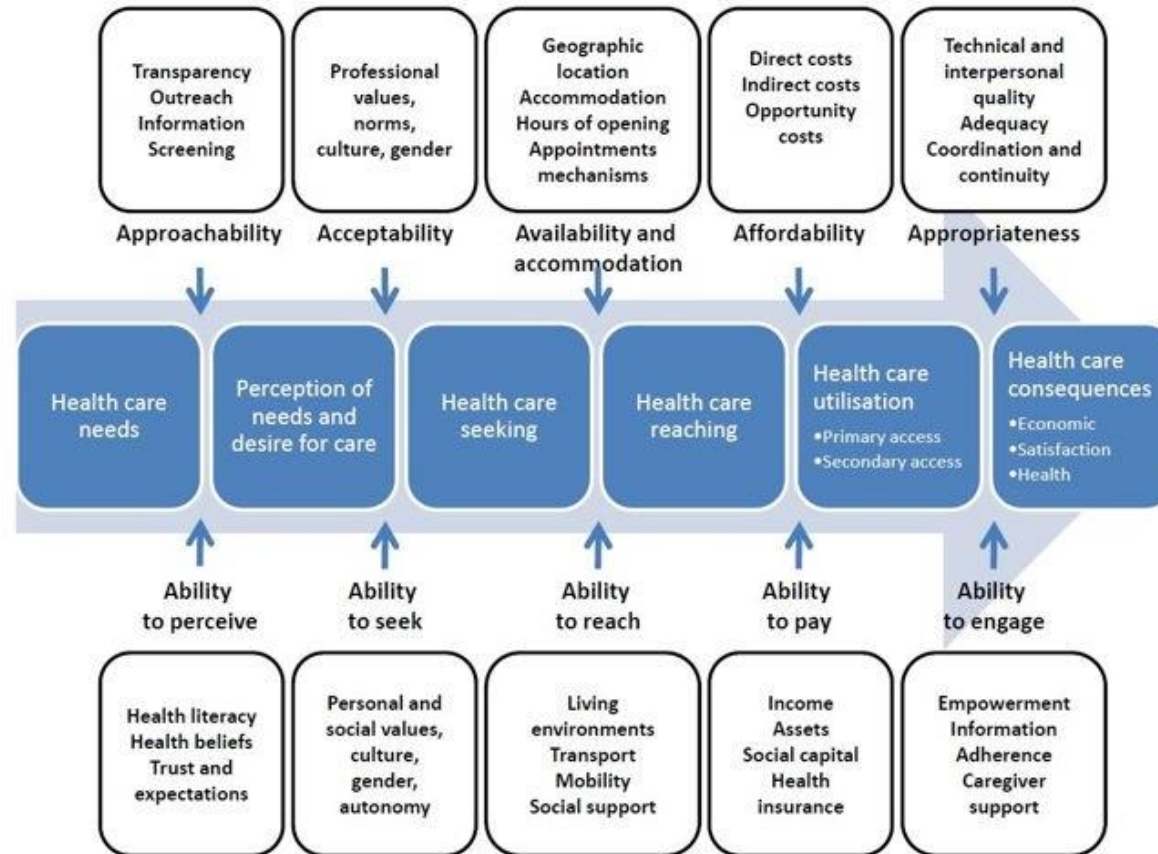
Objectives

- Define the 5 As to increase access to care and how it applies to the Hub and Spoke project
- Review best practices to increase access in each of the five areas
- Identify two areas that your agency will focus on to improve access
- Identify two lessons learned from Hub and Spoke QI measures

The Five A's of Access



Patient-Centered Access to Health Care



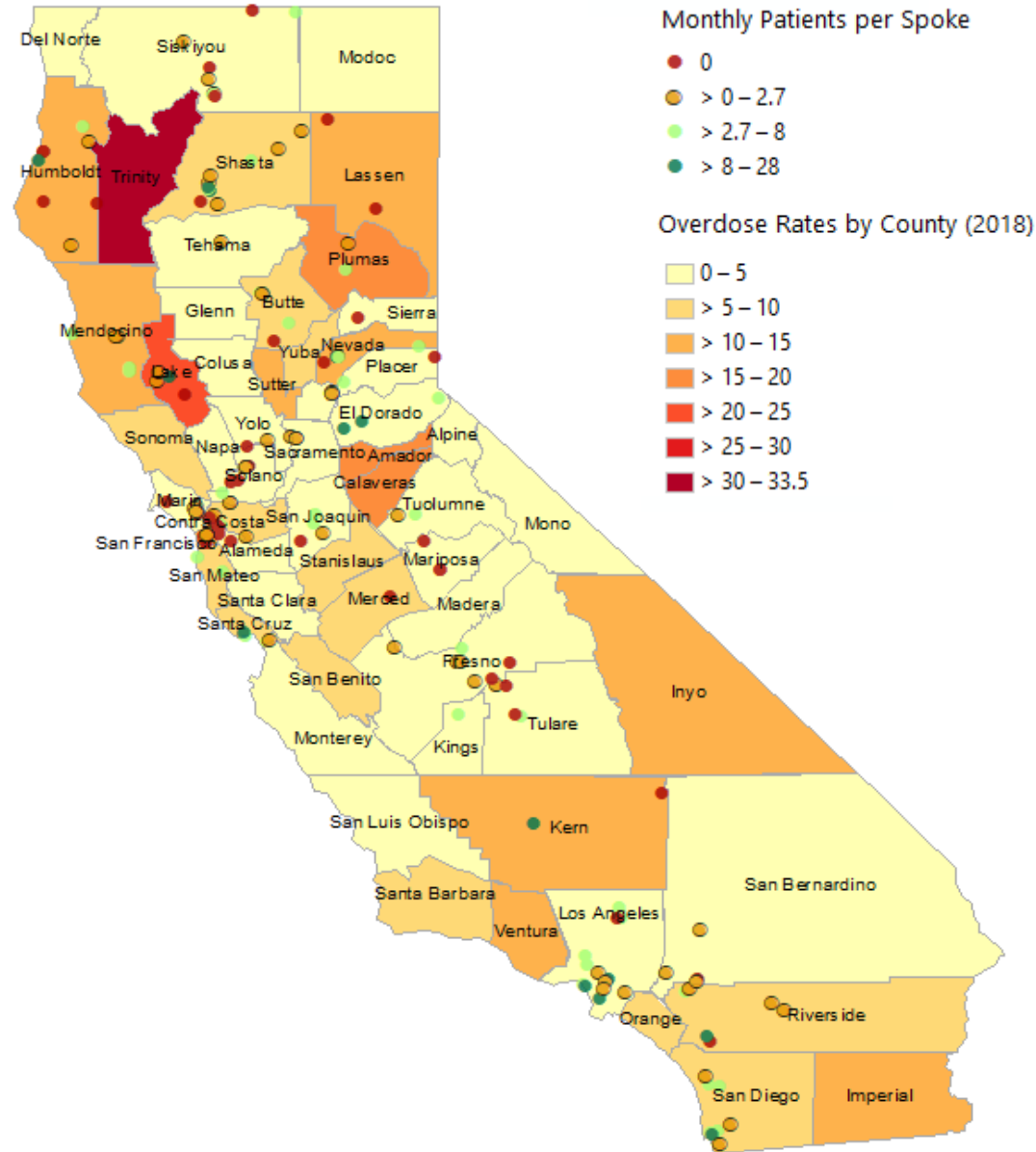
Model/image source: Levesque, et al. (2013). Patient-centred access to health care: conceptualising access at the interface of health systems and populations. *International journal for equity in health*, 12(1), 18.

Domains of Patient-Centered Access



- **Availability**
 - Whether services are available and reachable
- **Approachability**
 - Outreach and education efforts that allow patients to identify treatment services
- **Acceptability**
 - How acceptable care is to patients, especially those from marginalized backgrounds
- **Affordability**
 - How affordable services are to patients
- **Appropriateness**
 - The quality and adequacy of care provided, patient choice

Availability of Spokes



“There's many times that I almost went out and used because, you know, I just couldn't take it anymore. Just to go dose was the hardest thing ever.”



Promising Practices: Availability

- Start prescribing buprenorphine
- Offer low-barrier care

Approachability



“She would go out to the parks. And if somebody was not in good shape or didn’t show up and didn’t have a phone, she would go out to the park because she knew that’s where they hung out. And if they weren’t there she would ask their other friends...

Yeah, she was amazing. And she would come into our meetings and say, ‘Hi, I’m your new best friend. And this is my phone number. You call me any time you need me. Day or night, I am available.’ And it was really amazing the support she gave.”

Provider Outreach



“There are several online resources... But I think it’s nice having a local network to tap into.”

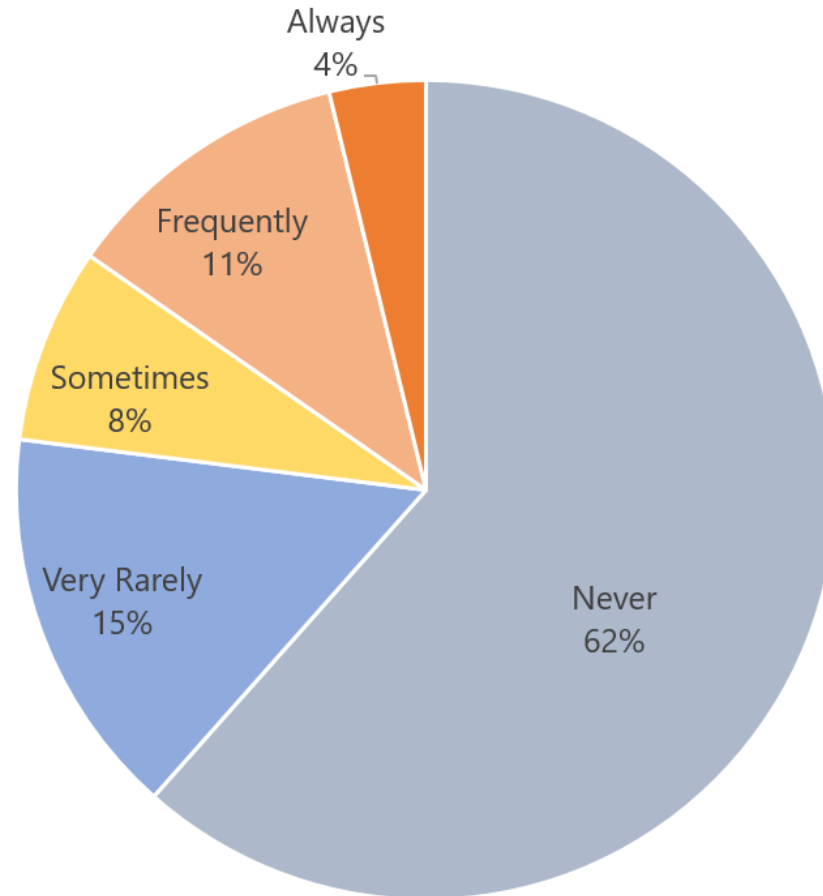
Promising Practices: Approachability

- A multifaceted approach to advertising
- Normalizing MAT in health care settings
- Employing peer support workers to build community relationships and recruit potential patients
- Developing a listserv with other local practitioners
- Increase screening for substance use disorders

Acceptability

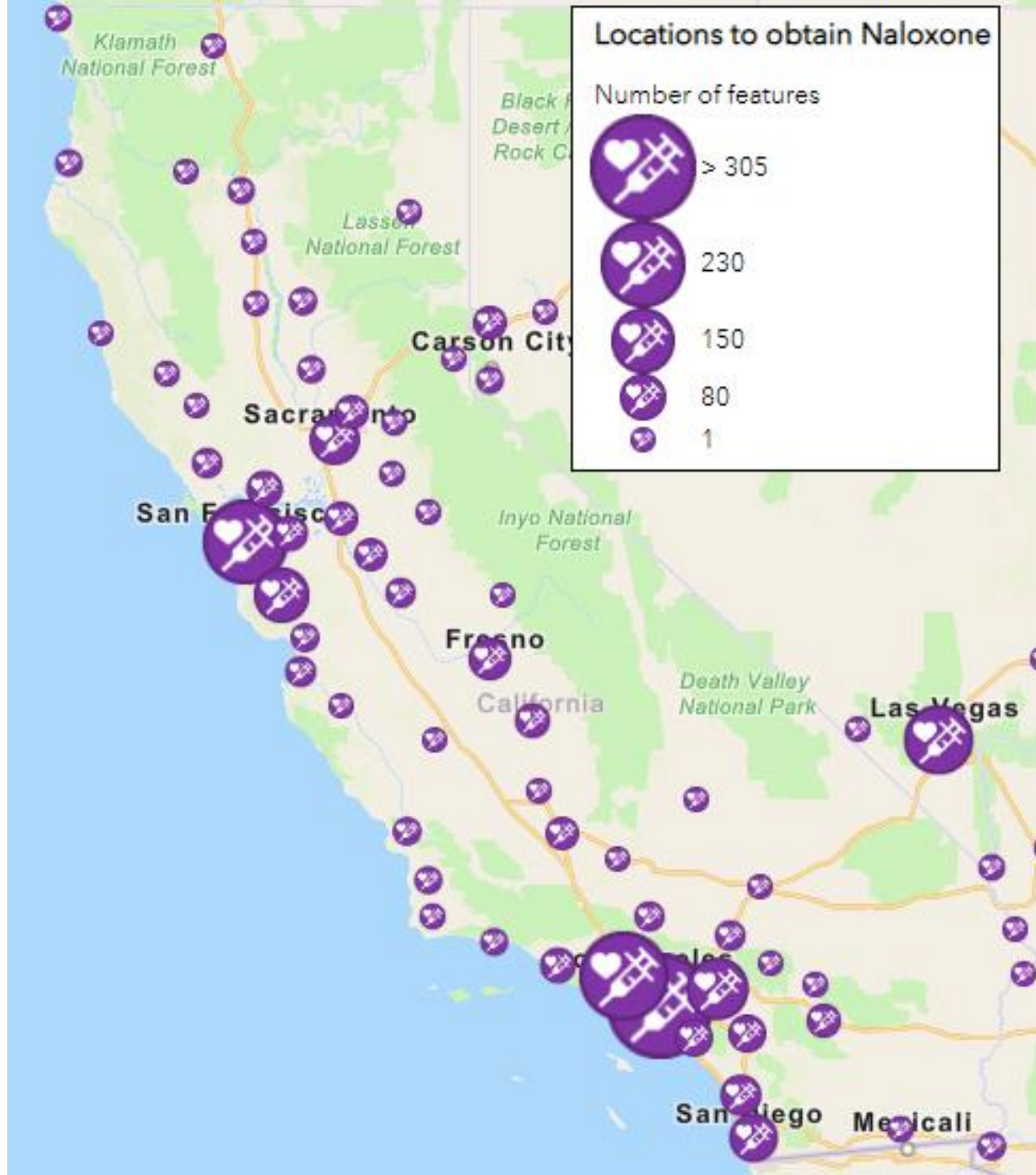


How often do you feel discriminated against by health care professionals?



Patients from Marginalized Backgrounds

- Less than half (44%) of spoke administrators felt that their spokes had adequate resources for housing supports to provide to patients experiencing homelessness
- People of color were significantly less likely to feel that their treatment was affordable ($p < .001$)
- Overall need to increase recruitment with patients from marginalized backgrounds



Spanish Speaking Patients

- 5.7% of patients are not fully able to access services in their preferred language
- 13% don't have the staff and other resources needed to treat patients who speak a language other than English
- 21% don't offer outreach and education materials in languages other than English



Promising Practices: Acceptability

- Consider building on-site transitional housing or develop strong connections with referral resources for patients experiencing homelessness
- Use mobile clinics or offer transportation services, such as vans, to patients living in rural areas
- Develop strong connections with referral resources for patients with co-occurring mental health conditions
- Ensure equitable access to treatment for people of color. In particular, offer financial resources to make sure treatment is affordable
- Offer all materials in languages other than English, especially outreach and education materials.
- Hire staff who are bilingual
- Provide stigma training to all staff (prescribers, MAT teams, front office staff), and training on cultural competence and trauma-informed care to all practitioners
- Connect with naloxone distribution programs and pharmacies to ensure that all patients have access to naloxone in case of an overdose, especially those living in rural areas

Affordability

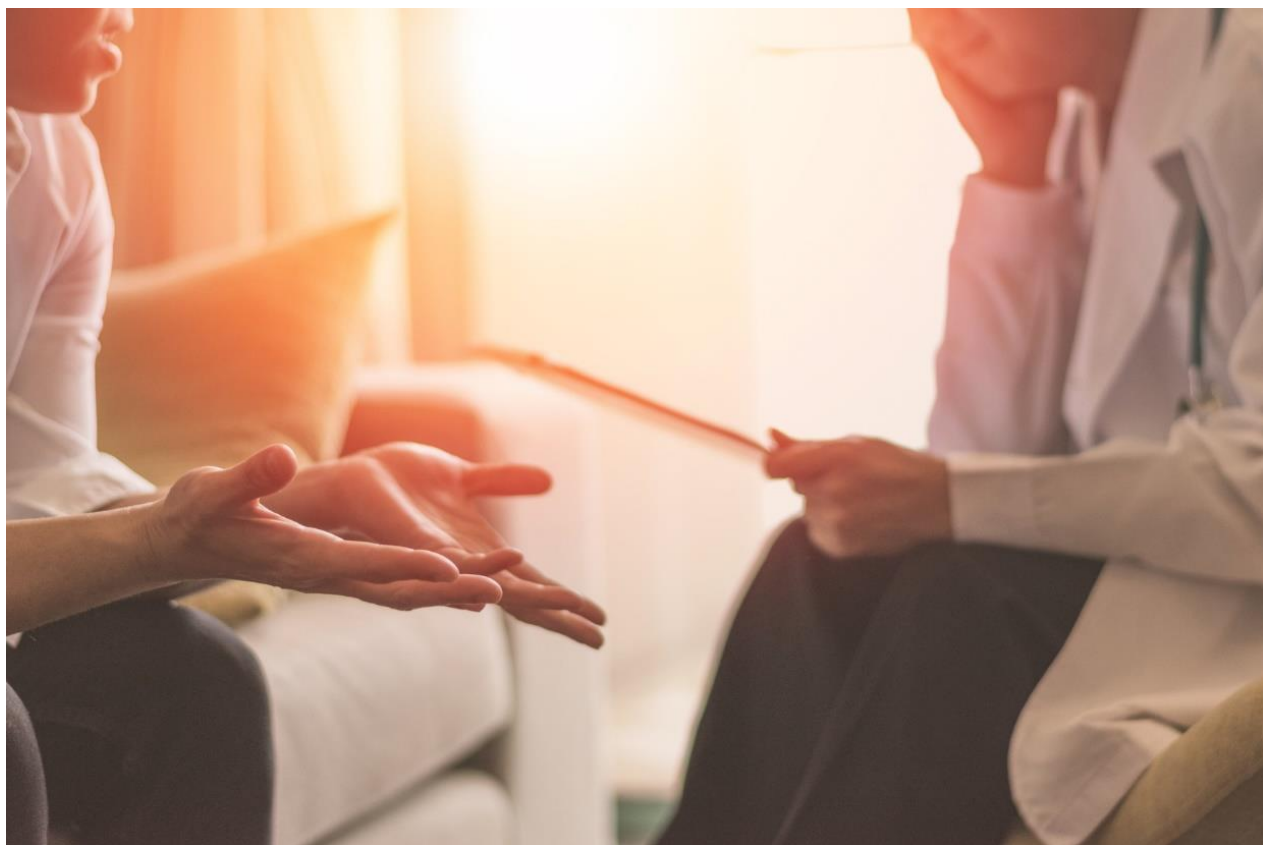


“A lot of our patients are extremely underserved and low-income. And I think that the grant is just a huge blessing in a lot of ways, because without the opportunity [the patients] probably wouldn’t pursue [treatment].”

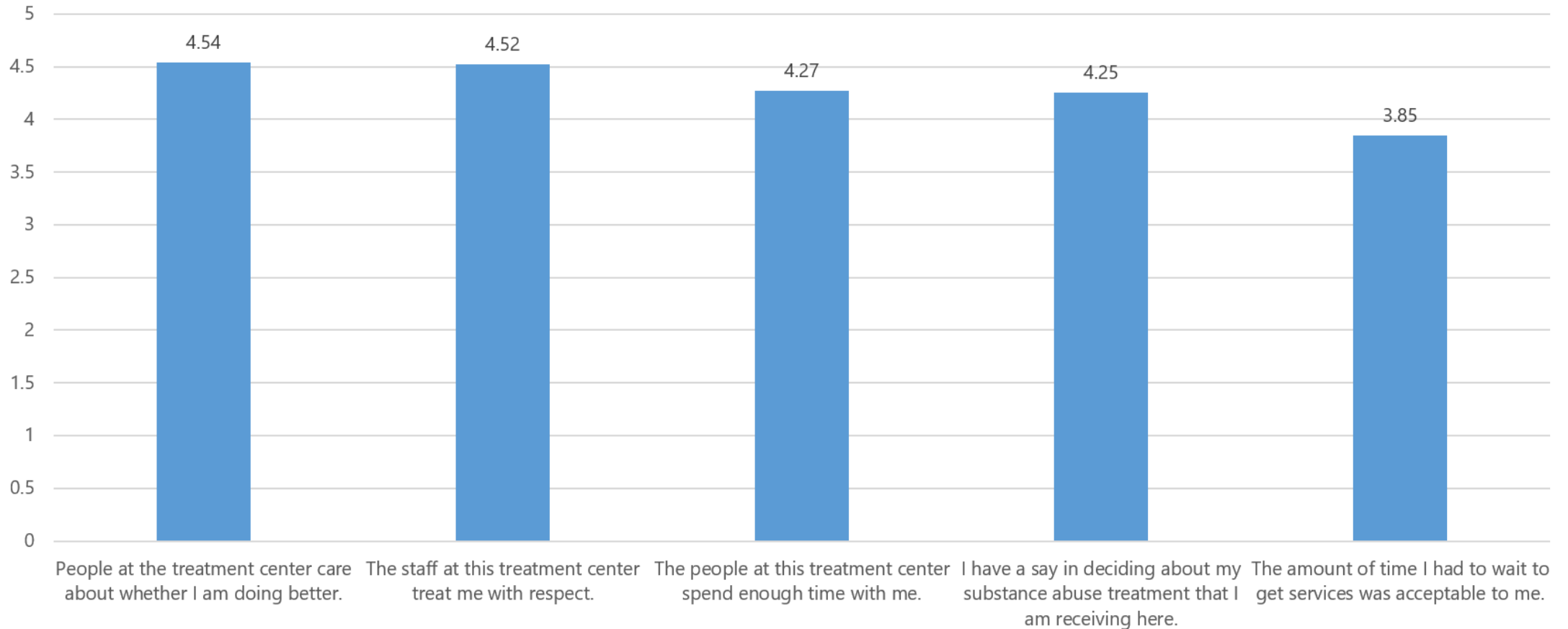
Promising Practices: Affordability

- Tailor support to the needs and existing treatment capacity of each spoke
- Develop sustainable funding mechanisms for current grant services

Appropriateness



Participant treatment experiences (mean scores 0-5)





“The patient who presents for treatment deserves to be met and assisted at their current stage of readiness for change... the patient’s ability to take the significant risk of choosing sobriety requires patience and acceptance on the part of the treatment provider. Miracles do happen more frequently than one might normally expect.”

Promising Practices: Appropriateness

- Patients should be presented with all medication options and be fully informed in planning their treatment alongside the prescriber
- Offer individual and family therapy, but do not make therapy a requirement for accessing medications
- Take a harm reduction approach to providing treatment and meet the patient “where they are at.”

Group Activity



QI Data Review

[Individualized data presented based on attendees at each session.]

Increase Capacity of Waivered Prescribers



**MAT
WAIVERED PRESCRIBER
SUPPORT INITIATIVE**

www.ucla.isap.org/MATPrescriberSupport

Mentoring, consultation, training and technical assistance for prescribers outside of Hub and Spoke who are not using their waivers