


# California Hub and Spoke System Newsletter

## UCSF Clinician Consultation Center: Substance Use Warmline

The California Hub and Spoke Program is thrilled to announce its collaboration with the University of California, San Francisco Clinician Consultation Center Substance Use Warmline. This Substance Use Warmline provides FREE and CONFIDENTIAL consultation for clinicians nationally from the Clinical Consultation Center at San Francisco General Hospital.



**CLINICIAN CONSULTATION CENTER**  
Translating science into care

**Substance Use Warmline**

**Peer-to-Peer Consultation and Decision Support**

6 am – 5 pm PT Monday - Friday  
855-300-3595

Or

New! Submit cases online at  
<http://nccc.ucsf.edu/clinician-consultation/substance-use-management>

Through this partnership, we can work together, leveraging our resources, to enhance support to clinicians who work on the ground treating patients with opioid use disorders. Objectives of the Substance Use Warmline:

- Support to primary care providers in managing complex patients with addiction, chronic pain, and behavioral health issues.
- Improve the safety of medication regimens to decrease the risk of overdose
- Discuss useful strategies for clinicians in managing their patients living with substance use, addiction and chronic pain.

The CCC's multi-disciplinary team provides consultations on an array of topics. Whether it be assessment and treatment of substance use disorders, MAT, urine toxicology testing, or managing SUD in special populations (pregnancy, HIV, hepatitis), there is someone available to help answer any questions you or your primary care providers might have.

Consultations are available Monday to Friday from 6am—5pm (PT). Questions can be called in or emailed. Voicemail is available 24-hours a day. To learn more about the Clinician Consultation Center's Substance Use Warmline click [here](#).

The CCC Warmline program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U10HA30039-01-00.

## Resources

### [UCLA ISAP H&SS WEBSITE](#)

### [California Opioid Surveillance Dashboard](#)

[Morbidity and Mortality Weekly Report](#)—Surveillance Summaries October 20, 2017, 66(19);1–12 (CDC)

[The Opioid Epidemic as Seen in 6 Charts](#)—Andrew Kolodny, Co Director of Opioid Policy Research at Brandeis University

[CA H&SS Presentation from ICC conference \(Perez, Freese, Miele, Urada\)](#)

### [Hub and Spoke Locations Map](#)

[CA Hub and Spoke System \(CA H&SS\) Overview](#) (DHCS)

[The California Hub and Spoke System \(CA H&SS\) FAQs](#) (DHCS)

[Motivational Interviewing Training](#) (Self paced)

### [CSAM MAT Treatment Resources](#)

### [PSATTC Resources](#)

## Upcoming Events

[California Opioid Policy Summit](#)  
November 8 — November 9  
San Diego, CA

[Region 3: Aegis–Roseville, Marin Tx Center, Medmark–Solano](#)  
Friday November 17, 2017  
10:00am—1:00pm; Sacramento, CA

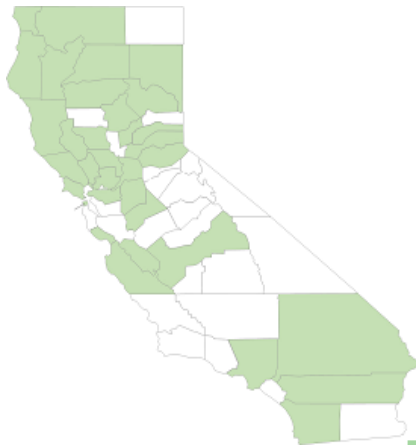
[Region 5: Matrix, Tarzana, Acadia -San Diego & Riverside](#)  
Friday December 1, 2017  
10:00am—1:00pm; Riverside, CA

[Region 1 & 2: Aegis-Redding & Humboldt](#)  
Monday December 4, 2017  
10:00am—1:00pm; Sacramento, CA

[Region 4: Communicare, BAART–Contra Costa & San Francisco, Aegis–Manteca, Medmark–Fresno](#)  
Monday December 11, 2017  
10:00am—1:00pm; Woodland, CA

## Evaluation Corner: Data Collection is Underway

In collaboration with DHCS, the UCLA Evaluation team has finalized the Monthly Data Reporting Forms (found [here](#)) which are critical components of the CA H&SS program. Not only will these forms be required for all hubs to submit for monthly invoicing, but they will also benefit the statewide evaluation as well as the Learning Collaborative processes.



These data will allow for timely statewide tracking and measurement of MAT service delivery and network capacity, and can also be used as a direct feedback loop for quality improvement in the CA H&SS Learning Collaboratives.

In addition, as part of the baseline data collection efforts, the statewide evaluation component commences this month. Certain providers can look forward to receiving an online survey about their experiences with the project so far. Surveys will add context to monthly-reported data, and potentially inform Learning Collaboratives as well. In the near future the evaluators will also interview a sample of patients and providers in collaboration with the hubs and spokes. These efforts are part of an ongoing evaluation and quality improvement process aimed at making data-driven improvements to the Hub and Spoke program. To ensure your system's timely participation, please be sure to provide up-to-date contact information for your Hub's coordinator to the UCLA [Training Coordinator](#).

### Tracking our Progress: New Patients Added

The goal for the CA H&SS is to have 20,000 new patients on MAT during its two year grant period. The goal thermometer below will track our progress throughout the program.



## Upcoming Regional Learning Collaboratives

The CA H&SS Regional Learning Collaborative Sessions are beginning this month. Check the Upcoming Events (page 1) for the schedule. The purpose of these sessions is to engage Hub & Spoke participants in an ongoing shared learning experience to facilitate implementation of Medication Assisted Treatment (MAT), assist with procedural changes, and provide opportunities for interactive problem solving in a professional peer support group. Each session is comprised of CE presentations, a practice case presentation, and a review of quality improvement (QI) measures. Participation from each Hub and Spoke network is expected and necessary at their regional meeting. Here are just some benefits of participation:

- ⇒ Learning from experienced providers on topics relevant to providing MAT in a variety of settings.
- ⇒ Initiate and develop relationships and connections to build an effective H&SS network.
- ⇒ Tap into regional expertise and experience. And more!

Contact the UCLA Training Coordinator [Patrick Flippin-Weston](#) for scheduling information. Information is routinely disseminated on the [CA H&SS List Serv](#).

## CSAM Mentored Learning Experiences

For the CA H&SS, CSAM will sponsor Mentored Learning Experiences to 70+ spoke participants/physicians which are aimed at improving providers confidence in treating opioid use disorder. The Mentored Learning Experiences are designed to assist providers in incorporating the use of medications for prescription opioid addicted patients in their practices. In addition, each mentored participant will be invited to attend the CSAM Annual Conference in Aug 29-Sept 1, 2018 in San Francisco. For more information, please contact CSAM Project Manager [Erica Murdock-Waters](#).

CSAM has a multitude of MAT resources available online to teach primary care clinicians how to implement medication-assisted treatment in their practices. Recently completed is a series of 12 monthly webinars designed to support the implementation of Medication Assisted Treatment (MAT) of opioid use disorders in primary care. All webinars in the series can be accessed [here](#) and [here](#).