



Health Systems Innovations

MANAGING PATIENTS WITH OPIOID USE DISORDER AND OR CHRONIC
NON-MALIGNANT PAIN

Who is Confluence Health

- ▶ Confluence is the 6-year-old affiliation of the Wenatchee Valley Medical Center and Central Washington Hospital.
 - ▶ Wenatchee Valley Medical Center, now Wenatchee Valley Medical Group, is a Multispecialty Medical Group serving the region of North Central Washington State since 1940. Now 300 Physicians, 140 APPs.
 - ▶ Central Washington Hospital is a 183-bed Tertiary Care, full service hospital. It is the only tertiary hospital in the 12,000 square mile area providing many core services.
 - ▶ Confluence is a not-for-profit organization with a commitment to regional service, excellent quality and clinical stewardship.
 - ▶ The CEO is a Physician
 - ▶ Dyadic leadership structure, involving Physicians and non-Physician leaders at every level of the organization.

Our service area



The challenge: patients with a problem that no one wants to deal with. Not problem patients.

- ▶ Basic tenants

- ▶ These are people with problems, not problem people.
- ▶ This is everyone's responsibility.
 - ▶ No ones panel is "closed" to these patients.
 - ▶ Specialists are available for consultation but not to "take over care".
- ▶ We will use "Multimodal therapy" as a foundation of our treatment.
 - ▶ Behavioral Health is embedded within Primary Care. (open access model)
 - ▶ Activity based therapy recommended and tracked.
 - ▶ MAT prescribers available throughout Primary Care.

Opioid Care Committee

- ▶ A multidisciplinary team available for consultation to any provider for any patient requiring opioid or MAT therapies.
 - ▶ Physicians, Pharmacists, APPs, Nursing.
 - ▶ Act to give advice on specific patients.
 - ▶ Stay up to date with current literature and provide education system wide.
 - ▶ Maintain and monitor opioid and combo drug dashboard.
 - ▶ Currently reporting on MED>90 or dangerous combinations.
 - ▶ Dashboards directed to providers, with patient specific data.

Drug take back program

- ▶ Secure drug take back boxes available at all major Clinic and Hospital Sites
 - ▶ These boxes provide anonymous disposal of any medication (free) for all patients or family members.
 - ▶ Community education programs explaining the risks to youth of having “extra” medication at home.
 - ▶ So far, greater than 2400 lbs. of medication has been returned for disposal.