



High Impact Changes



High Impact Changes - Opioids

Improving the Patient Experience

Identifying Patients prescribed opioids

Initiating Opioids

Management of patients using opioids

Coordinating Care with external services

Improving the Patient Experience

Establish a multidisciplinary QI team and consider including a patient with lived experience

Test and implement a patient-centered care planning approach

Create a culture that allows for open conversation about opioids

Establish a multidisciplinary QI team and consider including a patient with lived experience

Who will be on the team?
When will the team meet?
Will a patient be included?



Test and implement a patient-centered care planning approach

- Which patients should receive a care plan?
- How are they identified in EMR?
- Develop a care plan – what will be included?
- Who will complete the care plan with the patient?
- Collect data on # of patients with care plan completed.
- How will patients be booked for this appointment – outreach or opportunistically?

Create a culture that allows for open conversation about opioids

Consider:

- surveying or interviewing patients about their experience.
- Surveying team
- Using ACFP posters
- Reviewing booking processes and creating scripts



Identifying patients prescribed opioids

Test and implement a standardized process where all opioids prescriptions are entered in the EMR

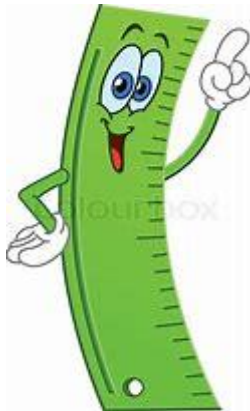
Test and implement a standardized process where illicit opioid use is documented in the EMR

Find patients on panel currently prescribed ongoing opioids



Test and implement a standardized process where all opioid prescriptions are entered in the EMR

Measure # of patients prescribed opioids
Compare triplicate pad with EMR
Compare MD Snapshot with EMR



Test and implement a standardized process where illicit opioid use is documented in the EMR

How are these patients labelled?

Measure # of patients using illicit opioids / other

Discuss process around urine drug screening – consider measuring # of UDSs per patients prescribed opioids. Review list.

Find patients on the panel currently prescribing on-going opioids

Consider:

- Running EMR report of opioid medications – what thresholds should we look at?
- Using MD Snapshot to identify patients to focus on
- Attaching a label to make patients identifiable

Initiating Opioids

Test and implement a process for assessing the risk of opioid misuse for patients before initiating opioid therapy

Test and implement a process for having a conversation about the benefits, side effects and risks prior to prescribing opioids

Test and implement a process where Netcare is reviewed prior to prescribing opioids

Test and implement a process for assessing the risk of opioid misuse for patients before initiating opioid therapy

Measure # of patients using opioids with a completed risk tool.

– Which one? Where is it in EMR?

Flag patients missing Risk Tool in EMR

- develop process for them to be identified.



Test and implement a process for having a conversation about the benefits, side effects and risk prior to prescribing opioids

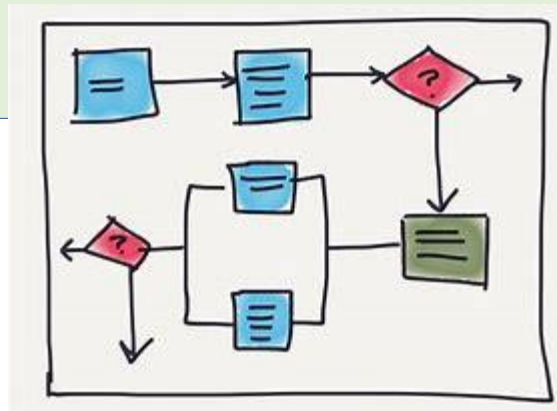
Measure # of patients using opioids with a documented checklist or agreement

- **Where is it in the EMR?**
- **Who will complete the checklist or agreement?**



Test and implement a process where Netcare is reviewed prior to prescribing opioids

Discuss current process from booking to prescribing.
Who could support this work?



Management of patients using opioids

Test and implement a process for reassessment of patients taking opioids for changes in function, pain, side effects, and mental health

Test and implement a process for assessing Opioid Use Disorder (OUD)

Test and implement a process for reassessment of patients taking opioid for changes in function, pain, side effects, and mental health

Consider measuring:
of patients with an overdue reassessment
of documented offers of care

Tools:
Brief Pain Inventory
Mental Health (e.g., PHQ9, GAD7, ACEs)



Test and implement a process for assessing Opioid Use Disorder (OUD)

- Which patients should receive a care plan?
- How are they identified in EMR?
- Develop a care plan – what will be included?
- Who will complete the care plan with the patient?
- Collect data on # of patients with care plan completed.
- How will patients be booked for this appointment – outreach or opportunistically?

Coordinating Care with external services

Establish processes for care coordination with specialty and community services



Establish processes for care coordination with specialty and community services

Who is in our medical neighbourhood?

Consider:

- Pharmacy
- PCN services
- Pain clinics
- CII
- Transitions of Care

