

# MeHAF Addiction Care Grantee Meeting

Grantee Updates

PCHC

- What have been some of your biggest challenges around engaging patients and family members?
  - Pt mindset of needing only Suboxone/Not engaging in counselling.
  - Rapid access model can make it more challenging to engage family/friends.
  - Family members actively using.
  - Transportation
- What are innovative strategies you have identified in planning for and preparing to implement services?
  - Weekly team huddles.
  - Utilizing a point person to review program requirements with potential patients.
- What AH-HA moments have you had in this area over the last year?
  - Do not make assumptions about the “typical patient” requesting MAR.
  - Patient engagement in required counselling/groups is similar to that of other types of involuntary/mandated counselling.

- What would you not do again?
  - Ramp up as quickly without structure/support.
- What would you do sooner next time?
  - Involve retail pharmacy sooner. PA's, 3<sup>rd</sup> party insurance major stumbling block to rapid access.
  - Establish the coordinator position sooner.
  - Seek more providers who have an interest in recovery work.
- Discuss some of the challenges around engaging individuals with substance use disorder, patients, and community partners.
  - Conflicting agendas – DHHS/Probation Officers/Police/Social Detox
  - Cost of program for uninsured.

- Highlight innovative strategies that have been identified to engage individuals with substance use disorder, patients, and community partners.
  - Outreach with community partners. (BARN, Social Detox, PD)
  - Patient Surveys.
- Discuss supports available in communities to help connect providers with individuals with substance use disorder in order to connect patients to treatment and recovery services.
  - Interaction with police, probation, ED
  - Local police have referred patients and brought them to our program.