

Prevention for States Awardee Meeting

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The University of Vermont

Connie van Eeghen, DrPH



Focus

Toolkit utilizing a structured, team-based, problem-solving process to integrate practical strategies into everyday work of providers and staff

Interpretation

- ❑ **Structured:** a method with prescribed steps
- ❑ **Team-based:** at least 3 members of the practice: prescriber, clinical staff, scheduling/front desk staff
- ❑ **Problem-solving:** an algorithmic approach drawn from “Lean Management” methods (Toyota)
- ❑ **Practical strategies:** 17 literature-based and empirically tested operational tactics
- ❑ **Toolkit:** an electronic document that provides step-by-step instructions
- ❑ **Caveat:** the practice has to agree to use a structured approach that will affect just about everyone.

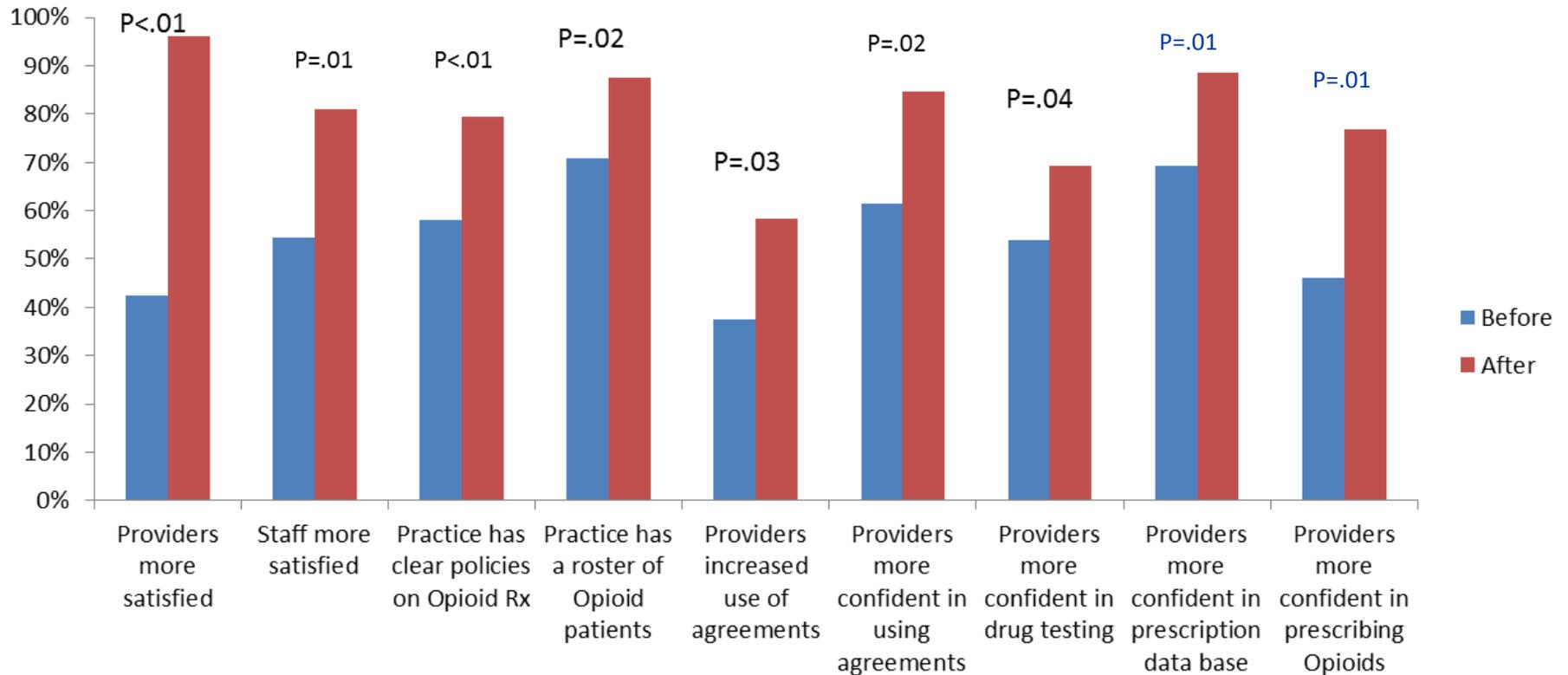
Examples

- ❑ **Practice-wide strategy: “Chronic Pain Management Visit” for regular assessment, monitoring, and planning with patients about pain management alternatives**
- ❑ **Prescriber strategy: write prescriptions in 7-day multiples, so that refills are never due on the weekend.**

Toolkit Strategy Trial

- ❑ **10 ambulatory care practices with 155 prescribers and staff, over a range of practice sizes, prescriber ages, specialties, and geographic settings**
- ❑ **2 years: Toolkit application and refinement (2012-13)**
- ❑ **Conducted paired analysis of survey responses**

Opioid Rx Study Outcomes



Comments from Respondents

- ❑ Translated the problem into work processes that can be tackled more easily**
- ❑ Helped practice members see the big picture – how the parts of the system affect the outcome**
- ❑ Reduced waste and hassle for all team members**
- ❑ Helped provide the motivation for changing behavior: why it's important to the patient and how it benefits the practice and its members**
- ❑ Required up front commitment to change.**

Contact Information

For follow-up questions:
Connie van Eeghen, DrPH
cvaneegh@uvm.edu
802-373-6286

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