



# Pennsylvania Medications for Opioid Use Disorder Technical Assistance and Quality Improvement Expansion Project

## Project Overview



University of  
Pittsburgh | School of  
Pharmacy

PERXU | Program Evaluation  
and Research Unit

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## Contact Information

### **PROGRAM MANAGER**

 **Abigail Talbert, MPH**  
717-576-7974 • [alt108@pitt.edu](mailto:alt108@pitt.edu)

### **SENIOR PROGRAM IMPLEMENTATION SPECIALIST**

 **Katie Wooten, MPH**  
310-903-9661 • [kew180@pitt.edu](mailto:kew180@pitt.edu)

### **LEAD TECHNICAL CONSULTANT**

 **Daniel Lomauro, MPH**  
610-844-6286 • [dan.lomauro@pitt.edu](mailto:dan.lomauro@pitt.edu)

# PENNSYLVANIA MEDICATIONS FOR OPIOID USE DISORDER (MOUD) TECHNICAL ASSISTANCE AND QUALITY IMPROVEMENT EXPANSION PROJECT

PERU's **Innovative Health System Initiatives (IHSI)** Team will enable health systems to conceptualize and integrate innovations to optimize service quality, patient outcomes, and cost savings, while achieving their vision for all patients and communities that they serve. As a part of this vision, the IHSI Treatment Integration Team is partnered with the Pennsylvania Department of Drug and Alcohol Programs to support MOUD treatment implementation and optimization throughout urban and rural Pennsylvania.

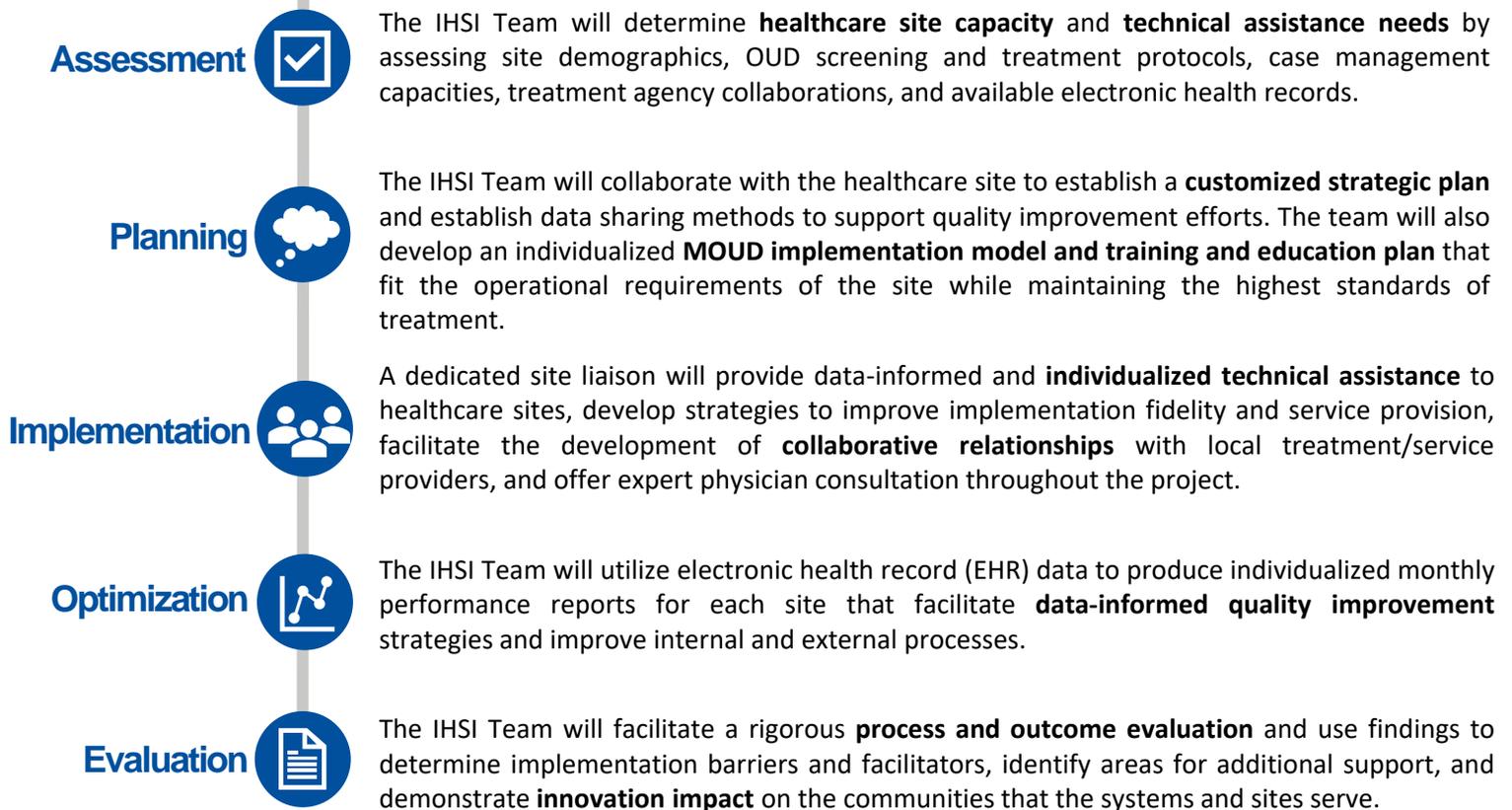
*Through this project, the IHSI Treatment Integration Team will support the following innovations:*



**In order to improve treatment quality and capacity within healthcare sites providing MOUD, the IHSI Team can:**

- Implement a **continuous quality improvement process** using real-time performance measurement and concierge technical assistance.
- Provide a **customized training and education program** to support healthcare sites to enhance MOUD provision.
- Develop an individualized **MOUD implementation model** following initial assessment of site capacity and needs.

## Project Cycle



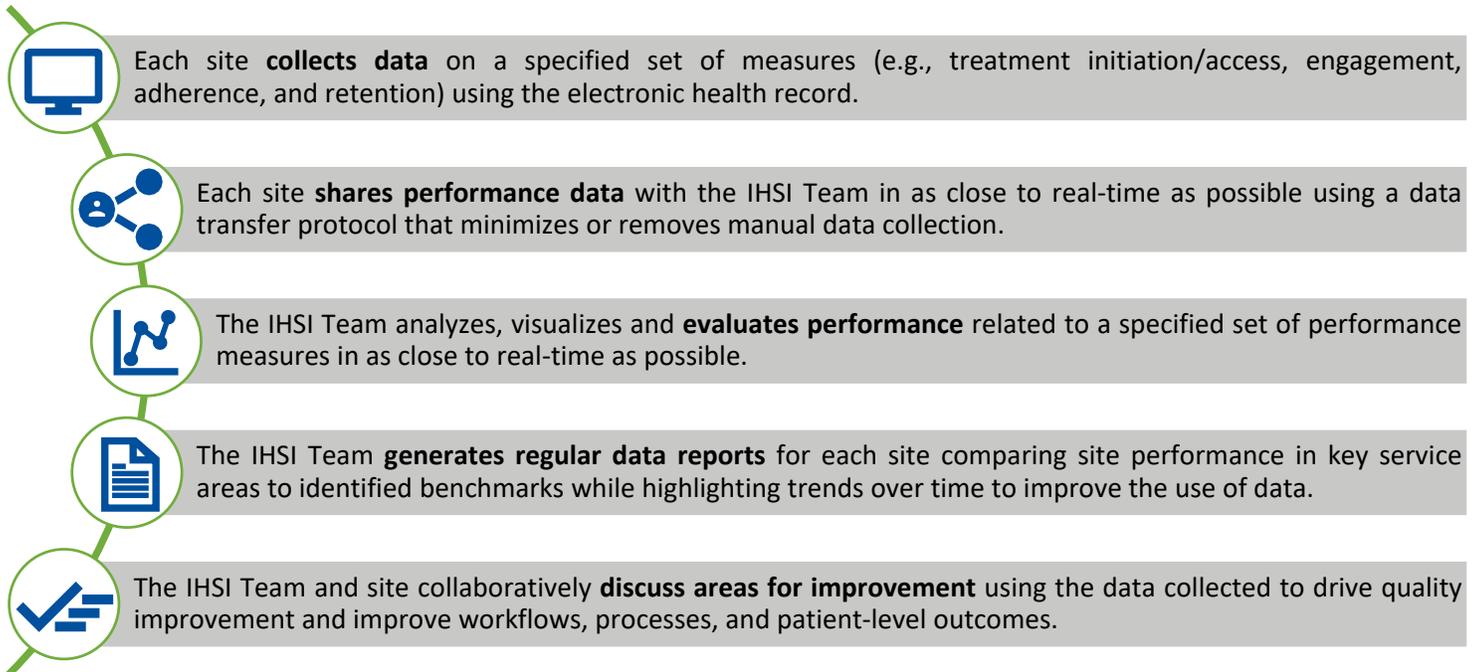
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# INNOVATIVE HEALTH SYSTEM INITIATIVES

## QUALITY IMPROVEMENT PROCESS

In order to improve treatment quality and capacity within partnering healthcare sites, PERU's Innovative Health System Initiatives (IHSI) Team utilizes a **continuous quality improvement** process to **review key performance measures** in real-time and **provide data-driven support**. Specifically, the IHSI Team reviews performance data and identifies opportunities to improve: coordination of care, adherence to evidence-based clinical guidelines, and patient MOUD treatment access and outcomes.

*The quality improvement process involves the following steps:*



### A STORY OF SUCCESS

- A group of sites saw approximately 15-20 patients receiving medications for opioid use disorder (MOUD) per month. Approximately 80% of patients received MOUD and case management but **only 10% of patients engaged in additional substance use disorder treatment services**.
- Performance measurement and data reporting identified **opportunities for improving** the communication between the health system and treatment providers, the need for additional training, and deviations from the facilitated referral protocol.
- The IHSI Team facilitated a key **stakeholder meeting** to review data, update **treatment protocols**, and implement a revised **communication plan** between organizations.
- After this intervention, approximately **85% of patients** engaged in substance use disorder treatment and case management services.

*"The new performance measurement tool has been a huge help to us in **tracking treatment internally** and thinking about areas of our program **we can improve on.**"*

- Healthcare Administrator

*"I can honestly say if it weren't for the Project Team, the program here would not exist. The **protocols, tools, and data reports** have been a huge help."*

- Healthcare Provider

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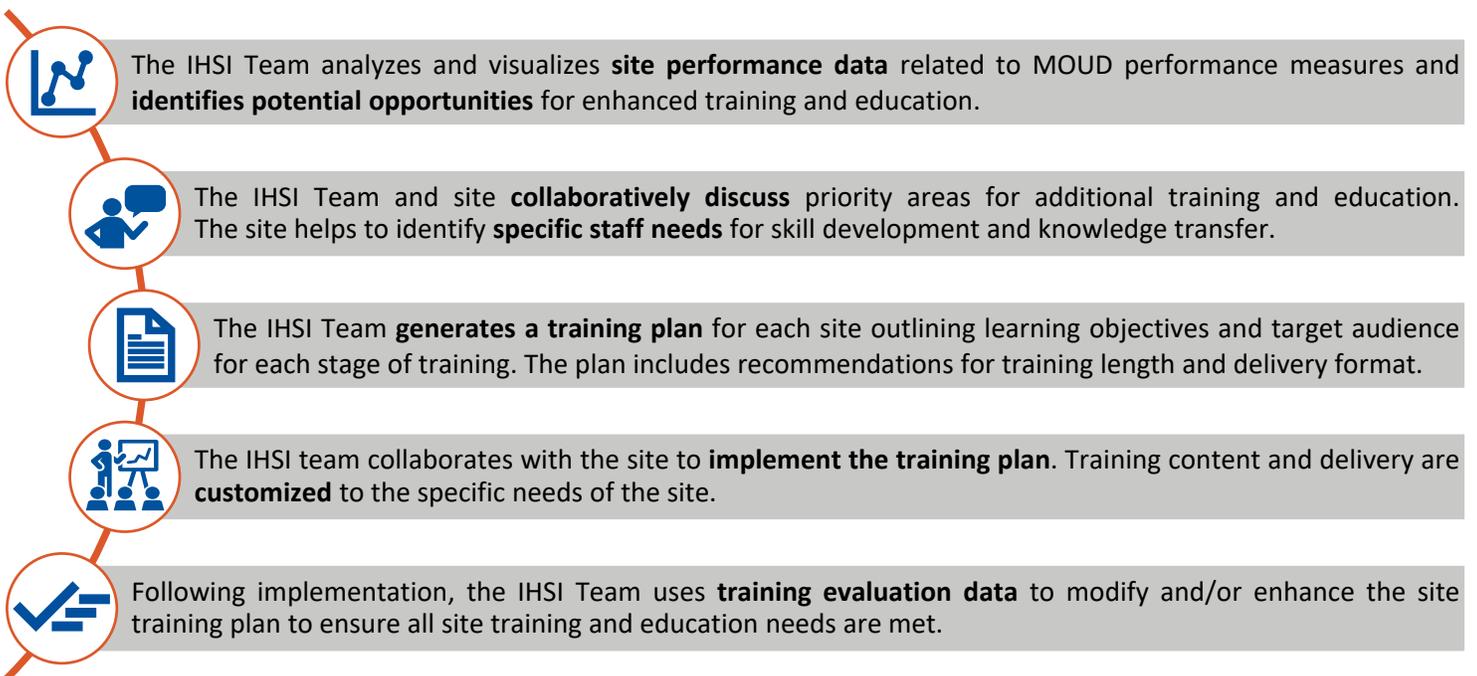
# INNOVATIVE HEALTH SYSTEM INITIATIVES

## TRAINING & EDUCATION PROCESS

In order to improve treatment quality and capacity within partnering healthcare sites, PERU's Innovative Health System Initiatives (IHSI) Team utilizes a **training and education** process to identify and address opportunities for **skill development** and **knowledge transfer** that best fit the needs and goals of the participating healthcare sites.

The Pennsylvania Medications for Opioid Use Disorder (MOUD) Technical Assistance and Quality Improvement Expansion Project determines training needs via a **collaborative, data-driven assessment process**. The IHSI Team develops customized training and education plans to promote successful implementation and optimization of MOUD treatment. Training and education plans are informed by performance measurement data and used in conjunction with technical assistance support to drive quality improvement.

**The training and education process involves the following steps:**



### TRAINING CONTENT AREAS

Training content and learning objectives will vary depending on the site needs identified during assessment. MOUD implementation training content areas include, but are not limited to, the following:

- Introduction to Medications for Opioid Use Disorder (MOUD)
- Tailored Trainings for Residency Programs to improve MOUD Treatment Comfort and Knowledge
- Special MOUD Topics: Strategies for Promoting Treatment Adherence, Care Coordination, Co-Occurring Conditions
- Screening, Brief Intervention, and Referral to Treatment (SBIRT)
- Motivational Interviewing Fundamentals and the POLAR\*S Tool
- Stigma Reduction and the Language of Recovery

*"I am new to this field, so this training was very informative and engaging. I learned a lot and this training helped to make terminology clearer to me and gain a better understanding of [MOUD]."*

- Introduction to MOUD Trainee

*"[I liked] the exercises – applied information to real life."*

- Motivational Interviewing Trainee

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# INNOVATIVE HEALTH SYSTEM INITIATIVES

## MOUD IMPLEMENTATION MODEL

In order to improve treatment quality and capacity within partnering healthcare sites, PERU's Innovative Health System Initiatives (IHSI) Team will collaborate with each healthcare site to establish a **customized strategic plan** and an individualized **MOUD implementation model** that fit the operational requirements of the healthcare site while maintaining the highest standards of treatment. The Pennsylvania Medications for Opioid Use Disorder (MOUD) Technical Assistance and Quality Improvement Expansion Project develops the individualized **MOUD implementation model** following initial assessment of capacity and needs to promote successful implementation and optimization of MOUD treatment.

**Development of the MOUD implementation model involves the following steps:**



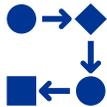
The results of a comprehensive technical assistance **needs assessment**, in combination with an analysis of **MOUD performance measures**, provide the IHSI team with an understanding of the current condition of MOUD services at the site. The IHSI Team then works with the site to conduct an in-depth **workflow analysis**, using Principles of Lean and the A3 Process, to obtain information on the site workflow.



The IHSI Team and healthcare site collaboratively determine how the application of **evidence-based treatment models** (see *MOUD Treatment Models* below) or key aspects of more than one treatment model can optimize services and support the site in achieving their vision based on available resources, capacity, treatment and ancillary services, and community supports available to the site.



The IHSI Team facilitates the **development of collaborative relationships** among physical and behavioral health systems, local treatment/service providers, payers, and other community, state, and national stakeholders. The IHSI Team develops a **communication plan** for the site to facilitate sustainable relationships with key stakeholders to improve MOUD quality, sustainability, and patient outcomes.



The IHSI Team works collaboratively with the site to **design the MOUD implementation model**. The IHSI Team will provide the site with a protocol and the necessary resources (including communication plans, flowcharts, and workflow diagrams) to implement the model successfully.



The IHSI Team will provide regular data reports to review key performance measures compared to benchmarks in as close to real-time as possible and provide **data-driven technical support**, including recommendations to enhance the healthcare site workflow and ensure fidelity to the MOUD implementation model.

## MOUD TREATMENT MODELS

The IHSI Team has experience supporting the development and implementation of the following **evidence-based MOUD treatment models** within healthcare systems and collaborating treatment/service providers:

- Office-Based Opioid Treatment (OBOT)
- Emergency Department Initiation of OBOT
- Hub-and-Spoke
- Medicaid Health Home/Care Management
- Project ECHO
- Nurse Care Manager Model

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