Welcome to the NYC ED MAT Quality Collaborative

- □ Lines will be muted during the presentation
- To ask a question, please raise your hand or type your question in the question box
- The slides and materials are available in the handout section.
- □ For technical difficulties, please email <u>AVassistance@GNYHA.org</u>
- For administrative questions (i.e. registration/handouts/etc.), please email <u>Qsylvester@gnyha.org</u>

NYC ED MAT QUALITY COLLABORATIVE

April 16, 2021

GREATER NEW YORK HOSPITAL ASSOCIATION

Over 100 years of helping hospitals deliver the finest patient care in the most cost-effective way.



I. Welcome

II. Updates and Announcements

III. Data Update

IV. NY MATTERS Electronic Referral Network

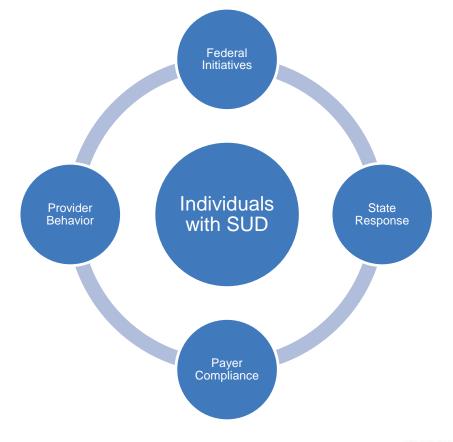
IV. Discussion

V. Next Steps

ED MAT Collaborative Timeline



It Takes a Village



Overdose Deaths Have Surged During the Pandemic, C.D.C. Data Shows

6

- Preliminary data released by CDC show a 29% rise in overdose deaths from October 2019 through September 2020 compared with the previous 12-month period.
- Illicitly manufactured fentanyl and other synthetic opioids were the primary drivers
- Seen highest increase in mortality from opioids, predominantly fentanyl, among Black Americans

Source: Drug Overdose Deaths Have Surged During the Pandemic, C.D.C. Says - The New York Times

NOTE: Changing Platform from GoToWebinar to Zoom

- Moving forward we will be using **Zoom** as a platform to hold the remaining Collaborative sessions
- Instead of a registering on a GoToWebinar link, you will receive a calendar invitation with a Zoom link to join
- Let us know of others that should be included in the mailing list

Emergency Medicine Half-Half Medication for Addiction Treatment (MAT) Virtual Waiver Training



Providers Clinical Support System

www.pcssNOW.org pcss@aaap.org

Date:	May 12, 2021 from 1 pm – 5 pm
Registration Link:	<u>https://gnyha-</u> org.zoom.us/meeting/register/tJYofu2orzkuE9OBMmgI6vZEj29e PqTB44FX
Trainer:	Dr. Ross Sullivan Assistant Professor of Emergency Medicine Director of Medical Toxicology and Opioid Bridge Clinic at Upstate University Hospital

AAAP is the DATA 2000 sponsor for this training

8

Funding for this initiative was made possible (in part) by grant no. 1H79TI081968 from SAMHSA. The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government

DATA UPDATE

GREATER NEW YORK HOSPITAL ASSOCIATION

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¹⁰ Reminder on Data Collection Requirements

ED Mat Collaborative Assessment

- 8/13 hospitals have completed
- These hospitals have received individual reports
- No surveys submitted since 11/13/20
- Survey Monkey

https://www.surveymonkey.com/r/NYCEDMAT

¹¹ Reminder on Data Collection Requirements

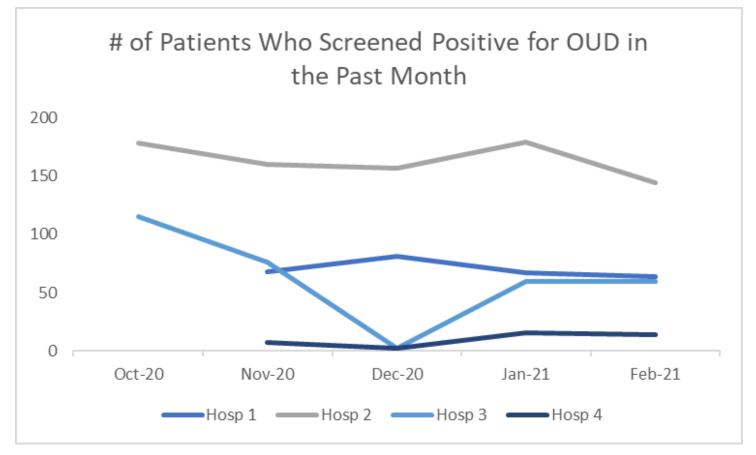
Assign Data Contact and Submit Requested Information for Stipend

- 6/13 submitted
- Courtney Zyla will reach out to the hospital's designated data contact to provide instructions on how to submit monthly Collaborative Measures using a secure portal

Collaborative Measures – Data Submissions

- 6/13 submitted data for at least one month since October 2020
- March data due 4/30/21
- Please submit whatever measures you have, even if you do not have data for all measures
- Data will always be due at the end of the following month

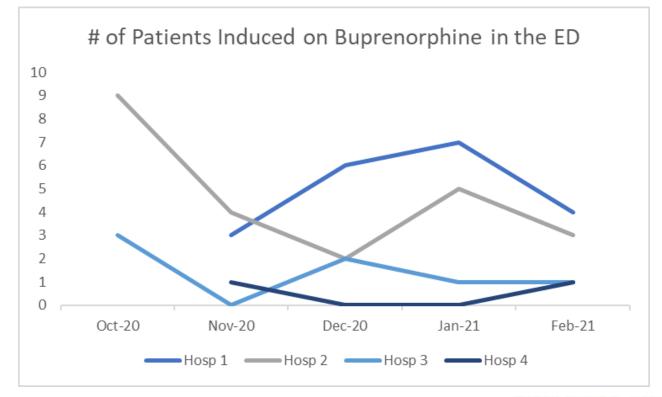
¹² Optional Measure 2.2: # of patients who screened ¹² positive for Opioid Use Disorder (OUD) in the past month



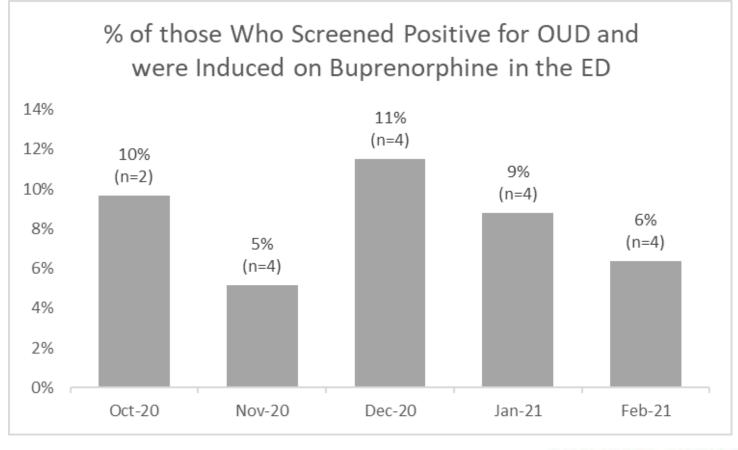
Common Measure 3.1: # of patients induced on buprenorphine in the ED in the past month

13

Total # of Patients Induced on Buprenorphine Since October: 52



¹⁴ Optional Measure 2.2 & Common Measure 3.1



To Those Who Have Not: Please Submit Requested Information for Data Contact and Stipend

15

 Please fill-out the requested information below and send to <u>Cat Caneda</u>, <u>ccaneda@gnyha.org</u>, and Jared Bosk, jbosk@gnyha.org, using "NYC ED MAT -Data Collection and Stipend" in the email subject line.

Health System and Facility
Name of Health System:
Name of Hospital Facility:
Data Contact
Name:
Job Title:
Phone #:
Email:
Payable Check Designee
Name:
Address:
Phone #:
If you are required to notify a specific department to receive this stipend, please provide their information:

MEDICATION FOR ADDICTION TREATMENT AND EMERGENCY REFERRALS (MATTERS) PROGRAM

Dr. Joshua Lynch

Founder and Medical Director, NY Matters Network Emergency Physician and Associate Professor, University at Buffalo Department of Emergency Medicine Technical Advisor, New York State Department of Health

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JOSHUA J. LYNCH, DO, EMT-P, FACEP

TECHNICAL ADVISOR | NEW YORK STATE DEPARTMENT OF HEALTH ASSOCIATE PROFESSOR | UNIVERSITY AT BUFFALO DEPARTMENT OF EMERGENCY MEDICINE FOUNDER & MEDICAL DIRECTOR | NEW YORK MATTERS

CALEIGH LOUGHRAN, BA

PROGRAM COORDINATOR I NEW YORK MATTERS

JUST IMAGINE...



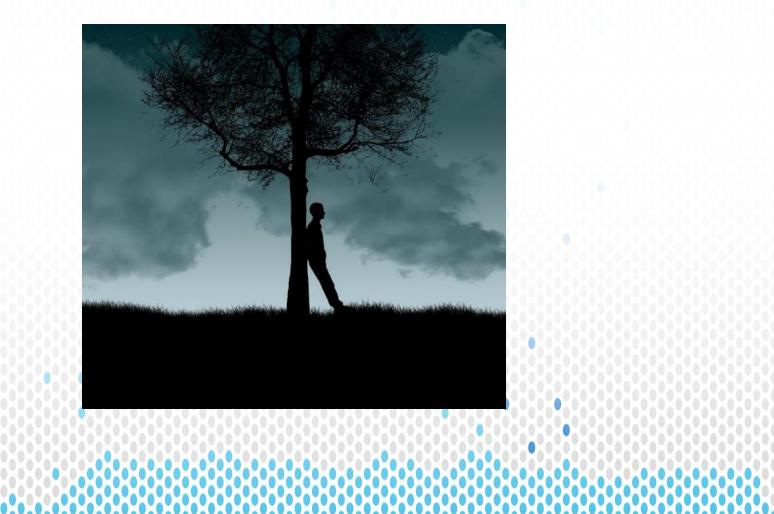
YOU'RE IN WITHDRAWAL...



GIVEN A LIST...



MOST NUMBERS DON'T WORK...



WE CAN DO BETTER



WHAT WOULD YOU WANT?





New York MATTERS Explainer Video



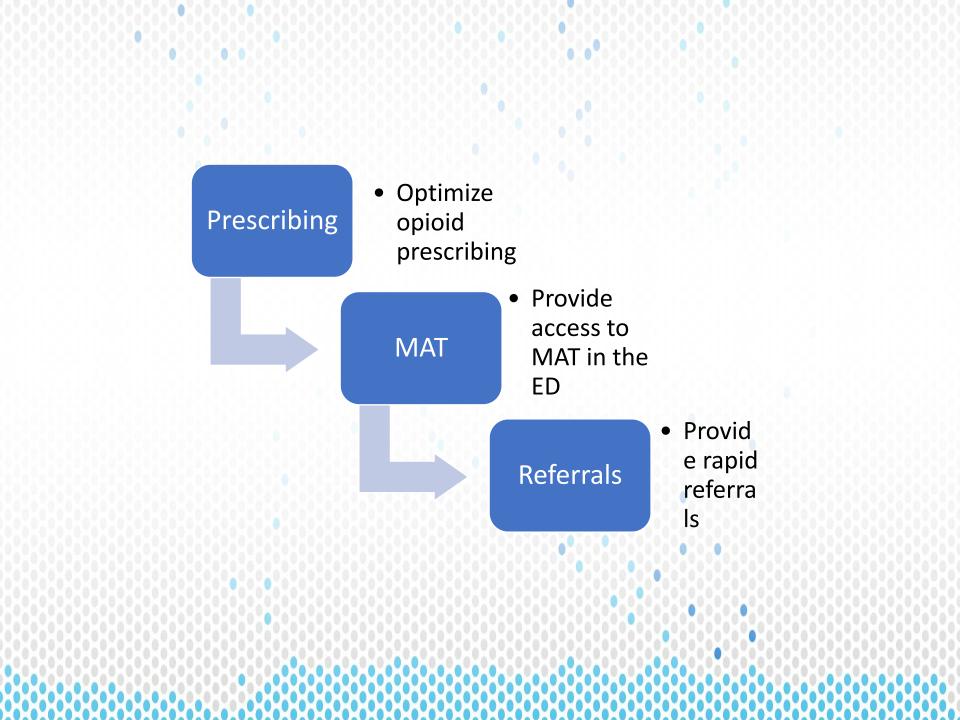


Joshua Lynch, DO, EMT-P, FACEP Founder and Medical Director, New York MATTERS Clinical Associate Professor of Emergency Medicine

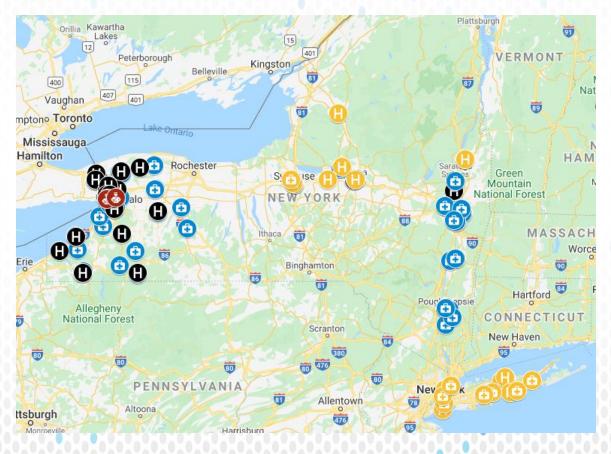
University at Buffalo Jacobs School of Medicine

NEWYORKMATTERS.ORG

https://mattersnetwork.org/



EXPANSION ACROSS NEW YORK STATE



MATTERS Medication Assisted Treatment & Emergency Referrals

Mission

Regional hospital systems, through the Medication Assisted Treatment and Emergency Referrals (MATTERS) network are partnering with community-based substance use treatment programs to reduce inappropriate controlled substance prescribing, increase access to medication assisted treatment (MAT), and provide rapid access to substance use treatment programs.

Vision

- To aid our shared patients in initiating and continuing successful opioid and overall substance use disorder treatment.
- · To reduce morbidity and mortality associated with opiate and substance use disorder.
- To provide a best practice model for Hospital and Emergency Department Initiated Buprenorphine Programs that others can emulate.
- To provide the same high level of care to patients suffering from opiate use disorder that we would for any other emergency medical condition.

Values

Hospital partners will follow these values:
 We will prescribe buprenorphine for

- patients when appropriate based on of insurar of insurar
- We will not automatically disqualify patients from receiving buprenorphine if they engage in

polysubstance abuse (especially benzodiazepines and/or alcohol).

- We will refer patients to the most appropriate follow up possible based on their unique needs.
- We will inform patients of the referral program's expectations.
- We will continuously evaluate our program and share our lessons learned with others.

Community-based substance abuse treatment programs that embody these values:

- They will accept and work with patients regardless of insurance status.
- They will accept patients who have not been prescribed buprenorphine or MAT in the past.
- They will offer timely appointments to patients referred from the hospital and emergency department.
- They will accept referred patients even if previously discharged from a treatment program.
- They will not automatically disqualify patients from receiving medication assisted treatment if they engage in polysubstance abuse (especially benzodiazepines and/or alcohol).
- They will not place undue financial burden on the patient.
- They will provide care that is culturally appropriate for the target population of patients with substance use disorder.
- They will provide feedback referring providers regarding the disposition of referred patients to improve processes.

Prescribing Guidelines



Opioid and Sedative Prescribing Guidelines for Providers

- A dedicated primary care provider (outside of the emergency department or urgent care) who can follow
 a patient's treatment and response should provide all opioids and sedatives to treat any patient's chronic
 pain.
- Administering intravenous or intramuscular opioids or sedatives in the emergency department or urgent care for the relief of acute exacerbation of chronic pain is generally discouraged^{*}.
- Prescriptions for opioids for acute pain from the emergency department or urgent care should be written for the shortest duration appropriate. In cases of diagnostic uncertainty, this generally should be for <u>na</u> <u>more than 3 days</u>, as is consistent with national guidelines.
- Patients may be screened for substance use disorder. Those protocols may include services for brief intervention and referrals to treatment programs for patients who are at risk for developing, or actively have, substance use disorders.
- When patients present with acute exacerbations of chronic pain, a summary of the care, including any medications presented, should be communicated to the primary opioid prescriber or primary care provider.
- Emergency department and urgent care providers will not dispense prescriptions for controlled substances that were lost, destroyed, stolen, or finished prematurely.
- Emergency department and urgent care providers, or other designees, should consult the New York State prescription monitoring program (iSTOP) before writing opioid prescriptions for acutely painful conditions.

¹ This document was designed to aid the qualified health care team in making clinical decisions about patient care and is not be construed as dictating an exclusive course of treatment. Variations in practice may be warranted based on individual patient characteristics and unique clinical ircumstances.



Opioid and Sedative Medication Notice to Patients

Our Emergency Department/Urgent Care providers understand that pain relief is important when you are hurt or need emergency care for pain. Our main goal is to look for and treat your emergency medical condition. Our emergency department tries to ensure kind treatment of patients without contributing to opiate or sedative dependence or addiction.

For your safety, we follow these guidelines when treating your pain.

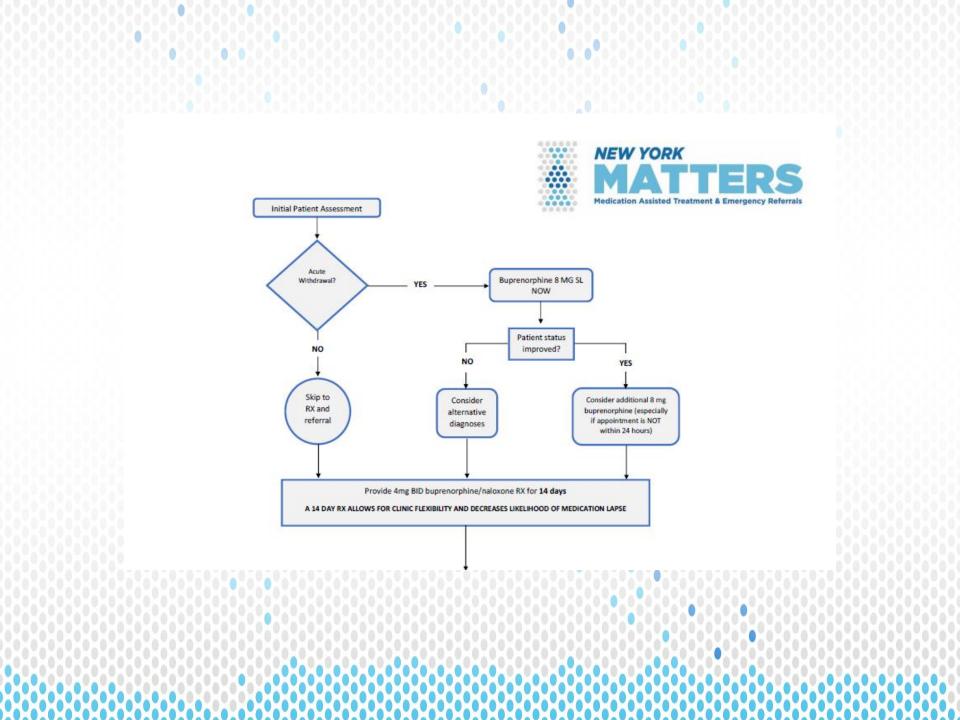
- To assure your safety, we recommend that a dedicated primary care provider <u>outside of the</u> <u>emergency department or urgent care</u> provide all opiates and sedatives to treat your chronic ongoing condition.
- We may prescribe opioid medications for acute, short term pain for the shortest duration appropriate. This generally will be for <u>no more than 3 days</u>, consistent with national guidelines.
- 3. We may screen patients for substance misuse before prescribing or providing any opioids.
- We will not dispense prescriptions for controlled substances that were lost, destroyed, stolen, or finished prematurely. You should contact your primary care provider or pain specialist for a refill.
- We may also check the New York State prescription monitoring program called I STOP before prescribing or providing opiates for new painful conditions.
- 6. Generally, we will not prescribe or provide doses of long acting opioid pain medications.

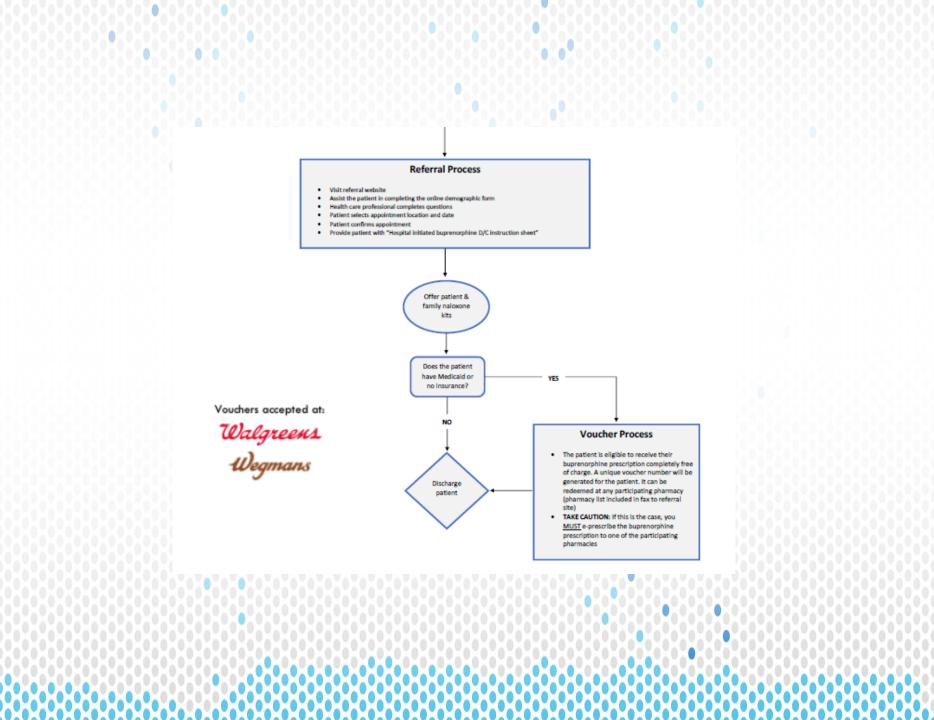
Opioid medications include (but are not limited to): codeine; hydrocodone (Norco, Vicodin, Lortab); oxycodone IR (Percocet)vand SR (OxyContin); morphine IR and SR (MS Contin); hydromorphone IR (Dilaudid) and ER (Exalgo ER); methadone; fentanyl; oxymorphone ER (Opana ER).

Sedative medications include: alprazolam (Xanax); clonazepam (Klonopin); diazepam (Valium); lorazepam (Ativan). (This is not a comprehensive list of all available products)

This information is provided for educational purposes only. It is not intended to deter you from seeking treatment or take the place of the clinical judgement of your treating provider. It is also not intended to establish a legal or medical standard of care.

August, 2020









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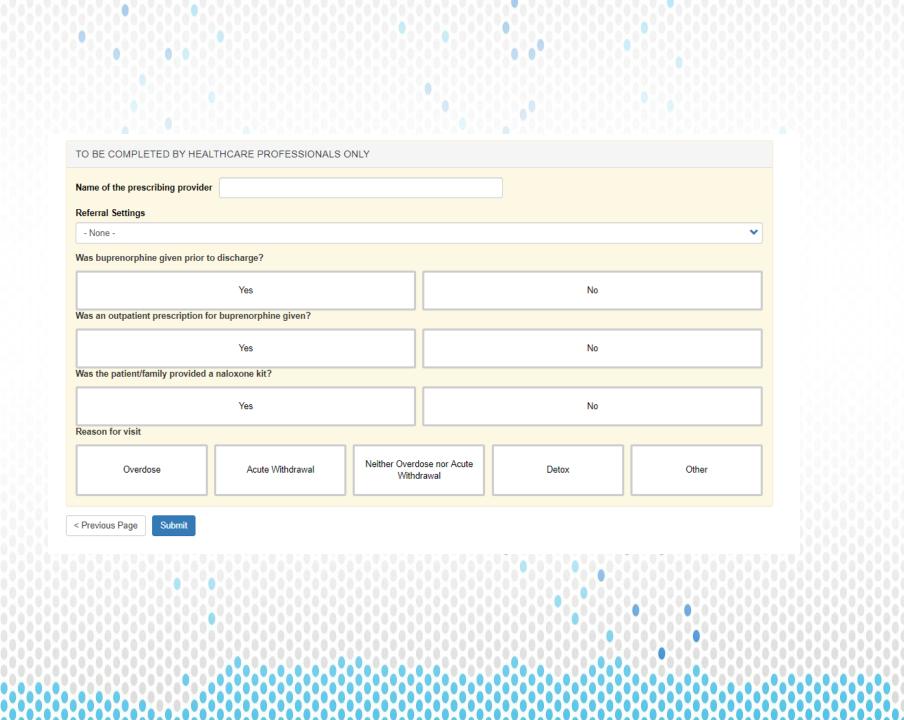


Welcome to the New York State Medication Assisted Treatment and Emergency Referrals (MATTERS) system. You will be asked to provide some basic information about yourself along with your medical and substance use history. You will then be able to select which clinic location you desire to be seen at after discharge. Once you select the clinic location, you will receive a confirmation of your selection via email (if you provide an email address). In the next day or two, you will receive a call from the clinic to solidify a time for your appointment. It is very important that you provide accurate phone contact information.

Alt Phone #2 Alt Phone #1* Alt Phone #2 reet Address* City/Town* Zip* What type of health insurance do you have?*	ate of Birth* Day * Year * Phone #1* Alt Phone #2 irreet Address* City/Town* City/Town* Zip*		
te of Birth Month Day Year Phone #1* Alt Phone #2 eet Address* City/Town* Zip* Mhat type of health insurance do you have?*	te of Birth Month Day Year Phone #1* Alt Phone #2 eet Address* City/Town* Zip* Mhat type of health insurance do you have?*		
e of Birth* Month Day Vear City/Town* Zip* What type of health insurance do you have?*	e of Birth* Month Day Vear City/Town* Zip* What type of health insurance do you have?*	Confirm email	
What type of health insurance do you have?	What type of health insurance do you have?		Alt Phone #2
	What type of health insurance do you have?* Private insurance (not including managed Medicaid plans) O Medicare O Medicaid O Tricare O No insurance O Other		Zip*
		Medicaid 🔿 Tricare 🔿 No insuranc	ce 🔿 Other

Opioid Dependence Screening Form

Do you have any of the follow	ing medical conditions? (cheo	ck all that apply) ∗				
Coronary Artery Disease A	sthma/COPD 📋 Currently Preg	gnant 🗌 Hepatitis 🗌 Hypertensio	n 🗌 Diabetes 🗌 None 🗌	Other (specify)		
Have you ever undergone any	of the following treatments for	for opioid dependence in the pa	st? (check all that apply)★			
Outpatient Treatment Inpa	ient Treatment 📋 Buprenorphin	ne (Suboxone) 🗌 Methadone 📄	Naltrexone (Vivitrol) 🗌 None			
Would you like to be contacte	d by a peer in recovery for su	ipport?*				
	Yes		No			
Select the location you are be	ing discharged from *					
Select Referral Location*					~	
I understand that the system is op information in the system for prog		ealth in the New York State Departme activities such as studying and impr			se of the	
< Previous Page Next Page >						



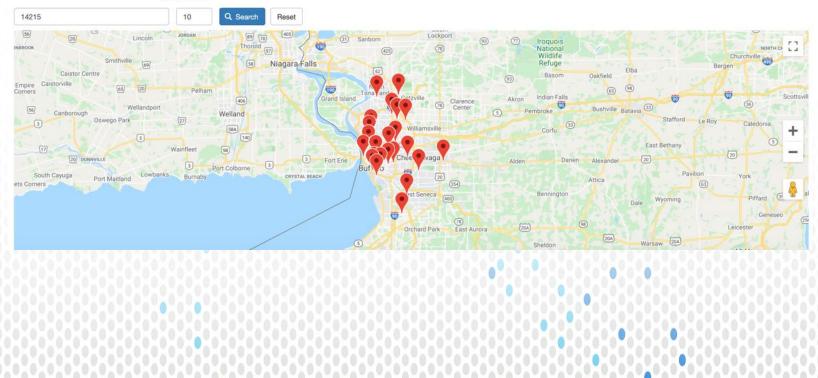


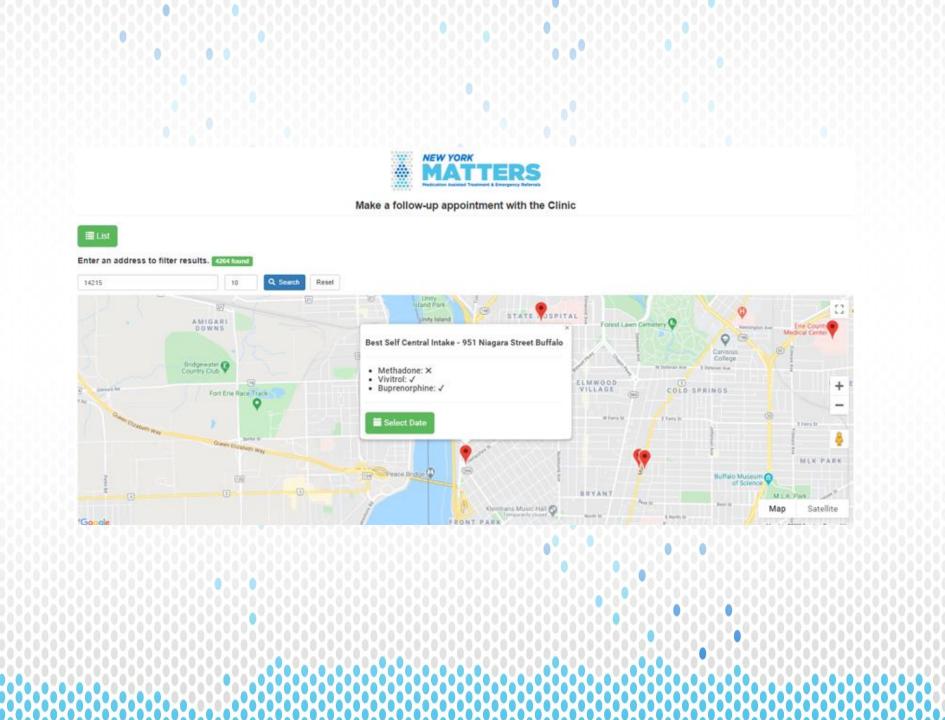


Make a follow-up appointment with the Clinic



Enter an address to filter results. 4264 found







Make a follow-up appointment with the Clinic

Map
 Iviap

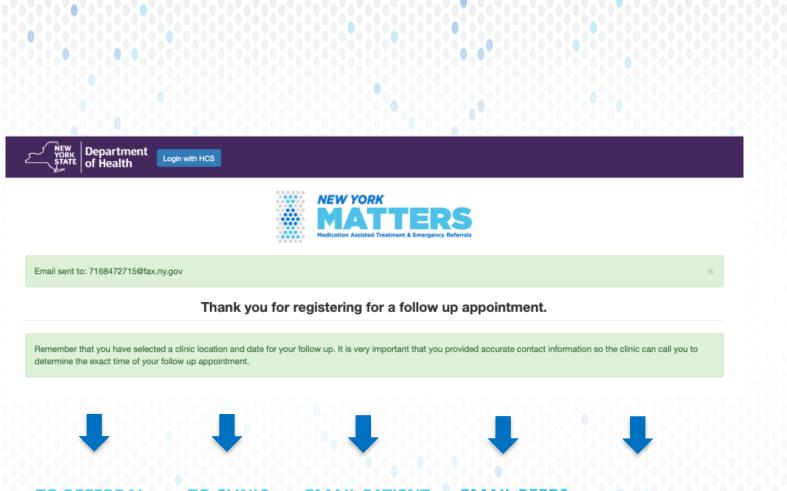
Enter an address to filter results. 10791 found

Q Search

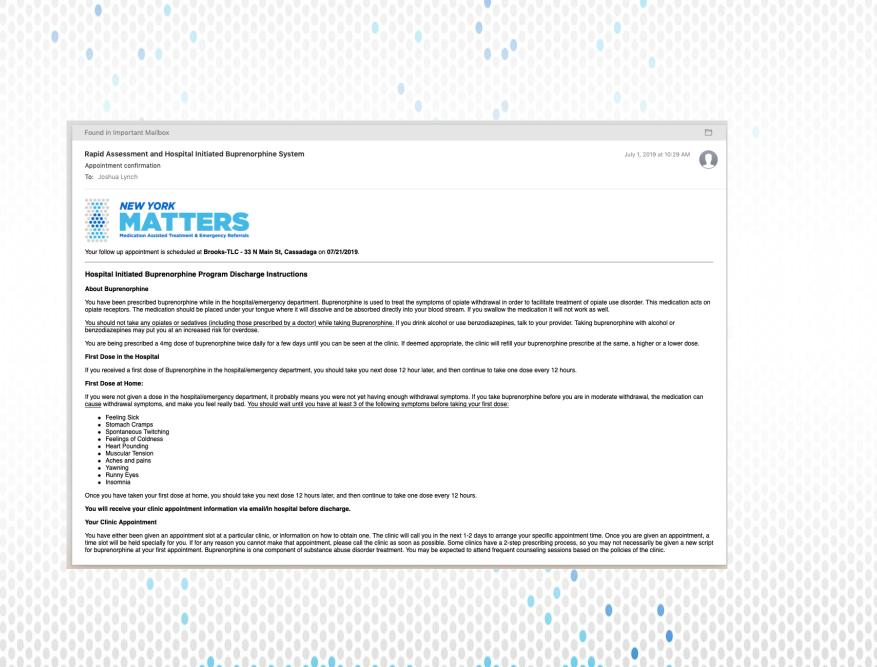
Reset

10

Appointment Date	Clinic	Methadone	Vivitrol	Buprenorphine	Distance	
08/27/2020	Brooks-TLC - 33 N Main St, Cassadaga	×	~	V	0.00 miles	Select
08/27/2020	St Vincent/Updike - 1500 Broadway Ave Buffalo	V	~	V	0.00 miles	Select
08/27/2020	Dent Neurologic Institute- 3980 Sheridan Drive	×	×	V	0.00 miles	Select
08/27/2020	Stutzman - 360 Forest Ave, Buffalo	×	~	V	0.00 miles	Select
08/27/2020	Horizon Health Services - 77 Broadway Ave Buffalo	×	~	V	0.00 miles	Select
08/27/2020	Endeavor Health Svcs - ADULTS - 1131 Broadway, Buffalo	×	~	V	0.00 miles	Select
08/27/2020	CASA- Trinity- 45 Maple St, Dansville	×	~	V	0.00 miles	Select
08/27/2020	Horizon Health Services - 6520 Niagara Falls Blvd Niagara Falls	×	~	~	0.00 miles	Select



TO REFERRAL TO CLINIC EMAIL PATIENT EMAIL PEERS VOUCHER





FOR PATIENT USE

- ALL Walgreens locations in NYS
- ALL Wegmans locations in NYS
- Buffalo Pharmacies- 1479 Kensington Ave., Buffalo, NY 14215
- Buffalo Pharmacies- 6035 Transit Road, East Amherst, NY, 14051
- Black Rock Pharmacy- 431 Tonawanda St., Buffalo, NY, 14207
- Community Medical Pharmacy- 918 Michigan Ave, Niagara Falls, NY, 14305
- Wellness Park Pharmacy- 8672 Buffalo Ave., Niagara Falls, NY, 14304
- Attica Pharmacy- 2 Market Street, Attica, NY, 14011
- Brooks Pharmacy- 4481 Lakeshore Road, Hamburg, NY, 14075
- Niagara Apothecary- 8745 Niagara Falls Blvd, Niagara Falls, NY, 14304
- Alden Pharmacy- 13203 Broadway St., Alden, NY 14004
- Transit Hill Pharmacy- 6344 Transit Road, Depew, NY, 14043
- Wurlitzer Family Pharmacy- 521 Division St., North Tonawanda, NY 14120
- Middleport Family Health Center- 81 Rochester Road, Middleport, NY, 14105
- Alberty Drugs- 81 Main St., Batavia, NY, 14020
- Mead Square Pharmacy- 53 W. Main Street, Victor, NY, 14564
- Tile Pharmacy- 1031 Cleveland Dr., Cheektowaga, NY 14225
- Sinclair Pharmacy- 75 N. Main St., Warsaw, NY, 14569
- Wanakah Pharmacy- 4923 Lakeshore Rd., Hamburg, NY, 14075
- Cy's Elma Pharmacy- 2317 Bowen Rd., Elma, NY, 14059
- Kenmore RX Center- 2818 Delaware Ave., Kenmore, NY, 14217
- Vic Vena Pharmacy- 1322 W State Street, Olean, NY, 14760

FOR PHARMACY USE

Voucher Redemption Instructions

FOR PHARMACY USE ONLY- entering your voucher number will INVALIDATE your voucher

vouciici

- 1. Visit http://matters.health.ny.gov/matters/voucher/
- 2. Enter voucher number to verify
- 3. Once verified, complete remaining questions to initiate prompt reimbursement

Walgreens Trusted since 1901

All Walgreens Pharmacies in NY accept this voucher!

Authorization Form is completed. Verify whether the patient has insurance. If they don't, the entire cost of the Rx is billed to the voud n. If they have insurance, then bill this voucher as COB for copay.

- Locate the patient in IO+ → Select "Patient Information" → Select "Third Party Plans" Enter Information listed below into the plan Information: Plan B→ TMMY Recipiont #: Patients DOB MMDDYYYY & first two initials of first & last name
- Group ID: TMNNY1 if billed directly to TMNNY and TMNNYCOB if billed as a COB.

BIN: 014468
 PCN: TMNNY

Scan Authorization Form into patient profile

armacy: Processing issues → Fill out a fix-it ticket on StoreNet

Wegmans

ALL WEGMANS PHARMACIES IN NY ACCEPT THIS VOUCHER!

Wegmans Instructions: Bin: 007755 PCN: MATTERS TP Code: OTHMATTERS TP Name: MATTERS – NYS ONLY

Getting Started- Hospital Considerations

• Is buprenorphine on formulary?

- Which formulations?
- Monoproduct preferred in ED (supervised administration)?

• Buprenorphine "to go" packs?

May increase compliance but will not appear on iStop

Naloxone "take home" kits available?

- Any restrictions on their distribution?
 - Limit per patient encounter?
- How are they ordered/tracked/replenished?
 - Hospital vs DOH supplied

Getting Started- Hospital Considerations

- Payers prefer specific formulation?
 - Legislation requires "emergency RX" to be covered for all formulations
- EMR integration of "X" DEA number or manual entry while e-prescribing
- Standardized prescription
- Conduit for provider questions/issues in real time?
 - Regional coordinators
 - Google voice number distributed to hospitals for questions in real time
- Desire for inpatient referrals?
 - Primarily referring to outpatient settings
 - Some inpatient (OASAS facilities) refer into the system after inpt treatment is completed

FAQS- Hospitals

- Is there a benefit if we already have a robust (internal) system of referring?
 - Referrals through matters have access to voucher program and easy access to peer support
- How will the referral process fit into our ED workflow?
 - Patient driven
 - Referral takes 3-5 minutes to complete
 - ZERO phone calls need to be made in the ED
- How many patients are showing up to their clinic appointments and how is this tracked?
 - Regional MATTERS coordinators follow up with patients 30, 60, 90, 180 days after initial referral and can relink patient to services as needed. We are also working on a follow up tracking mechanism with participating clinics.

FAQS- Hospitals

- What about liability?
 - It is unlikely to overdose on buprenorphine alone
 - Mostly seen with polysubstance ingestion
 - Buprenorphine/naloxone RX to avoid misuse
- Is buprenorphine diversion common?
 - It is not nearly as frequent as commonly thought
 - Diverted buprenorphine is more often than not used as medication
 - Utilize iStop for each encounter
- What if a patient keeps coming back to the ED without following up requesting repeat prescriptions for buprenorphine?
 - If it is determined that a patient may be abusing the system, repeated prescriptions for buprenorphine may be limited. We will however continue to rapidly refer all patients with opioid use disorder to the appropriate clinic setting.

NYC MATTERS Expansion

- NYC H+H MATTERS pilot beginning ~May 2021
 - 3 hospitals- Bellevue, Harlem, Coney Island
 - 4 OBOTS- Bellevue, Jacobi, Harlem, Kings County
- NYCDOHMH
 - Implementation of the MATTERS referral process into homeless outreach initiatives
- Janian Medical Care
 - Use of MATTERS platform to facilitate internal referrals and offer patients access to the medication voucher program



Feel free to reach out with any further questions!

> Josh Lynch jjlynch2@gmail.com

Caleigh Loughran cloughran@buffalomatters.org

www.newyorkmatters.org



Discussion





PCSS Education and Training:

Treatment of Opioid Use Disorder in the Emergency Department: Should it be a Choice?

□ April 13, 2021, 12 pm – 1 pm EST

- Methamphetamine in the Age of Fentanyl: Toxicities and Pharmacotherapies
- FORE: Promoting Equity in Access to Opioid Use Disorder Treatment and Supports: A Focus on Black Communities

People Matter, Words Matter | AHA

50 Next Steps

- Resume reporting on progress and will highlight data collection best practices
- Submit a success story (can be around patient treatment, gaining buy-in, operations, etc.) to <u>ccaneda@gnyha.org</u>
- Prepare to ask one clinical or operational ED MAT question for a knowledge sharing session with other hospitals in the Collaborative
- ✓ Get your \$5000 stipend!
 - Complete Assessment if you have not already done so
 - Submit monthly Collaborative Measures

⁵¹ Upcoming Collaborative Activities

• Next ED MAT Collaborative webinar:

- Thursday, May 20, 2021 12 p.m. 1 p.m.
- Topic: Progress updates and strategies for data collection
- Note: Anticipate to receive calendar invitation with a Zoom link

o Scheduling Underway

- Office Hours with an ED Champion
- Data 2000 X Waiver trainings (May and July)
- Increasing collaboration with community-based providers

Other member needs???

⁵² Questions or Comments?



⁵³ Contact Information



Alison Burke

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