NYC ED MAT QUALITY COLLABORATIVE

September 23, 2021

Welcome to the NYC ED MAT Quality Collaborative

- Lines will be muted during the presentation
- Let us know who you are! Please share your name and institution in the chat box!
- To ask a question
  - Type your question in the chat box or unmute yourself
- The slides and materials will be made available in the chat section.
- For technical difficulties, please email AVassistance@GNYHA.org

Agenda

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I. Welcome

II. Update on Resources

III. Good Nudges aka Badge Backers

IV. Data Update

V. Case Finding & Plan, Do, Study, Act

VII. Next Steps and Homework

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July 2021	Aug 2021	Sep 2021	Oct 21 2021	Nov 18 2021	Dec 16 2021
	Check in & Office hour calls	Webinar & PDSA planning call	Webinar & Check in & Office hour calls	Webinar & Check in & Office hour calls	Poster Presentations

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December: Poster Presentations/Abstracts

□ Develop poster/abstract

□ *Present findings to colleagues on December 16 webinar*

□ Submit to GNYHA by *December 14*

□ Distribute compendium of posters/abstracts

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□**Behavioral economics** is the study of the drivers of human decision-making and behavior.

□How do we use nonfinancial incentives, or **nudges**, to get people to follow through on actions???

Alister Martin, MD, MPP
Faculty – Center for Social Justice & Health Equity at Massachusetts General Hospital

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Behavioral Economics Toolkit

- 🔴 Accountability
- ⚫ Ease
- 🟠 Timely Reminders
- 🔵 Implementation Intentions
- 🟡 Reciprocity
- 🟢 Peer relational organizing
- 🔴 Social Norms
- 🟣 Salience

Behavioral Economics Toolkit

● **Accountability**
Example: Committing to certain future actions, such as a smoking cessation program

● **Ease**
Example: Making healthy foods more visible or accessible.

● **Timely Reminders**
Example: Emails or text messages about where your voting location is the day of the election.

● **Implementation Intentions**
Example: Eliciting questions about future behavior ("Do you plan to vote? How will you get there?")

● **Reciprocity**
Example: Car Salesman pays for your cup of cofee during a test drive.

● **Peer relational organizing**
Example: You're more likely to turn out to vote if your brother reminds you than if a random stranger reminds you.

● **Social Norms**
Example: Emphasizing what most people do, e.g. "nine out of ten people pay their taxes on time."

● **Salience**
Example: We are biased towards paying more attention to messages that are evocative.

# Closing the Gap

Intention

Nudges →

Action
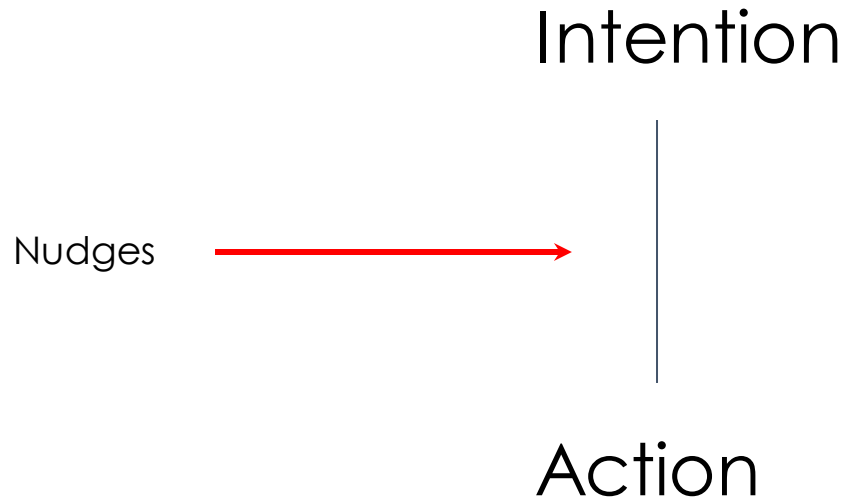
What are the barriers to adopting and implementing an ED OUD protocol?

- □ Findings from 33 formal interviews about OUD Protocol by Dr. Martin at MGH
  - □ **Protocol not easy to remember or access**
  - □ Lack of cues to initiate conversations about OUD
  - □ Not top of mind/Time pressure = more likely to be deprioritized
  - □ Unclear responsibility to treat
- □ Barrier:
  - □ **Protocol not easy to remember or access**
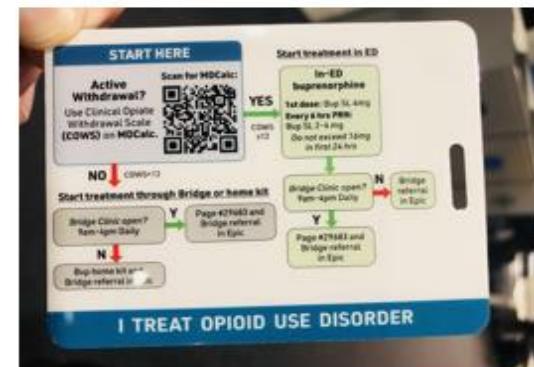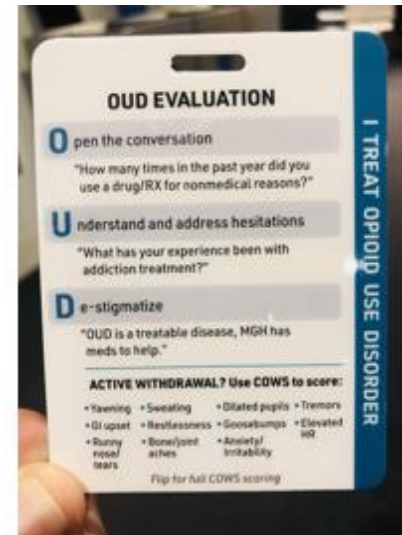
Customize Your Badge Backer
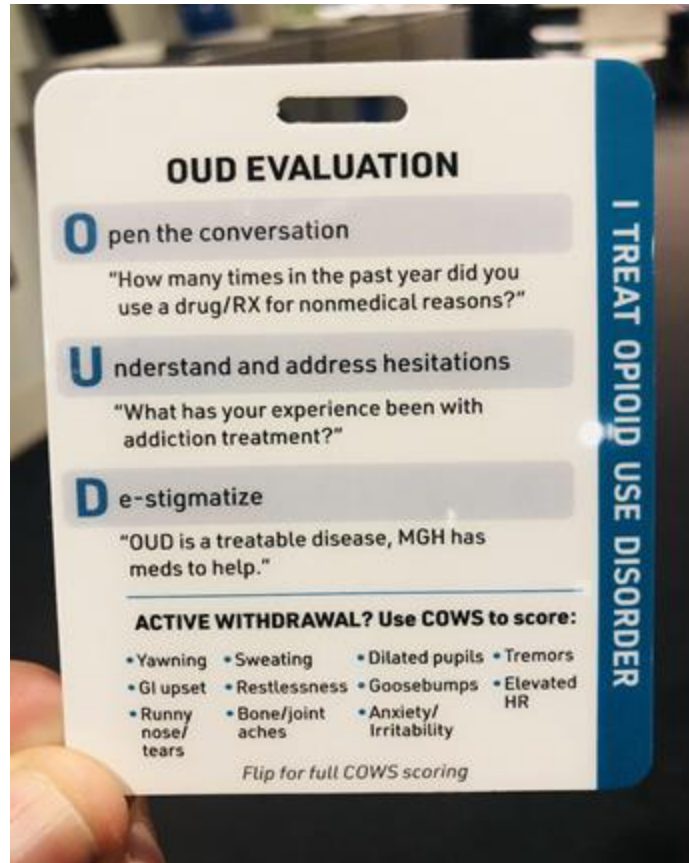
NUDGES

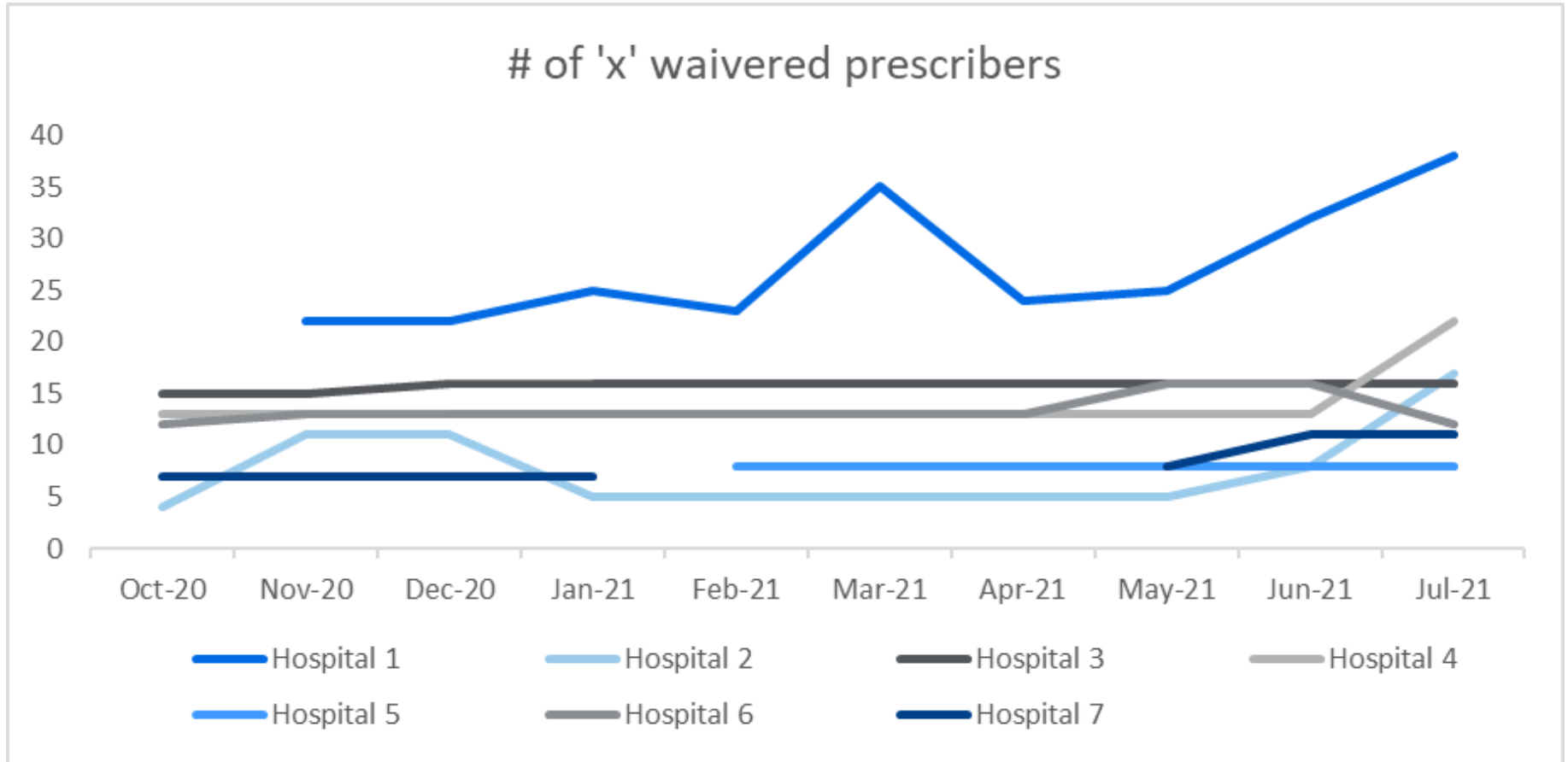□ Submit a proof or photo of finished product to receive the **$475 stipend** to Cat Caneda

□ Please also see Yale and NY MATTERS Network resources that may be helpful developing your badge backer.
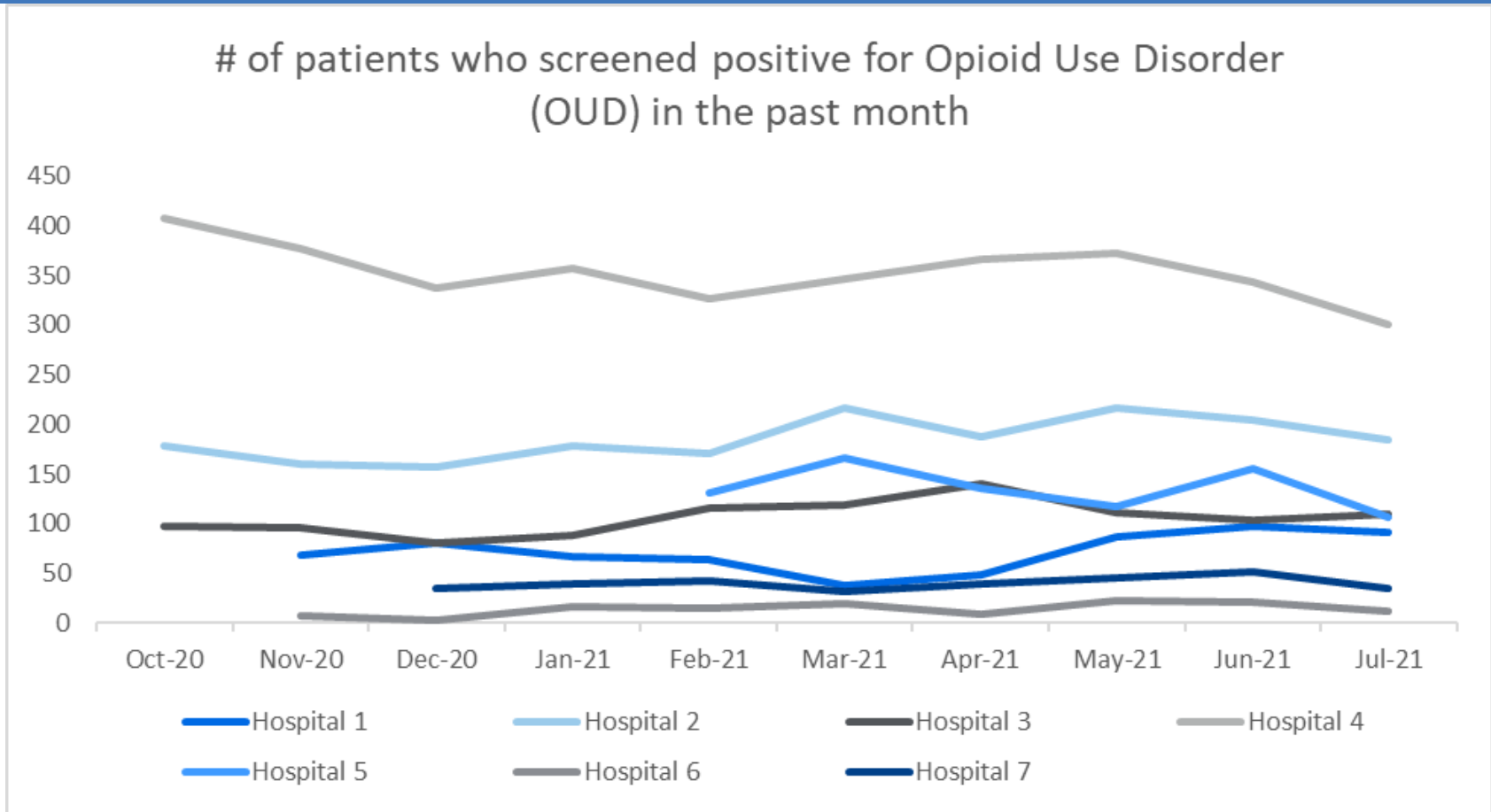
DATA UPDATE

Common Measure 1.1: # of 'x' waivered prescribers

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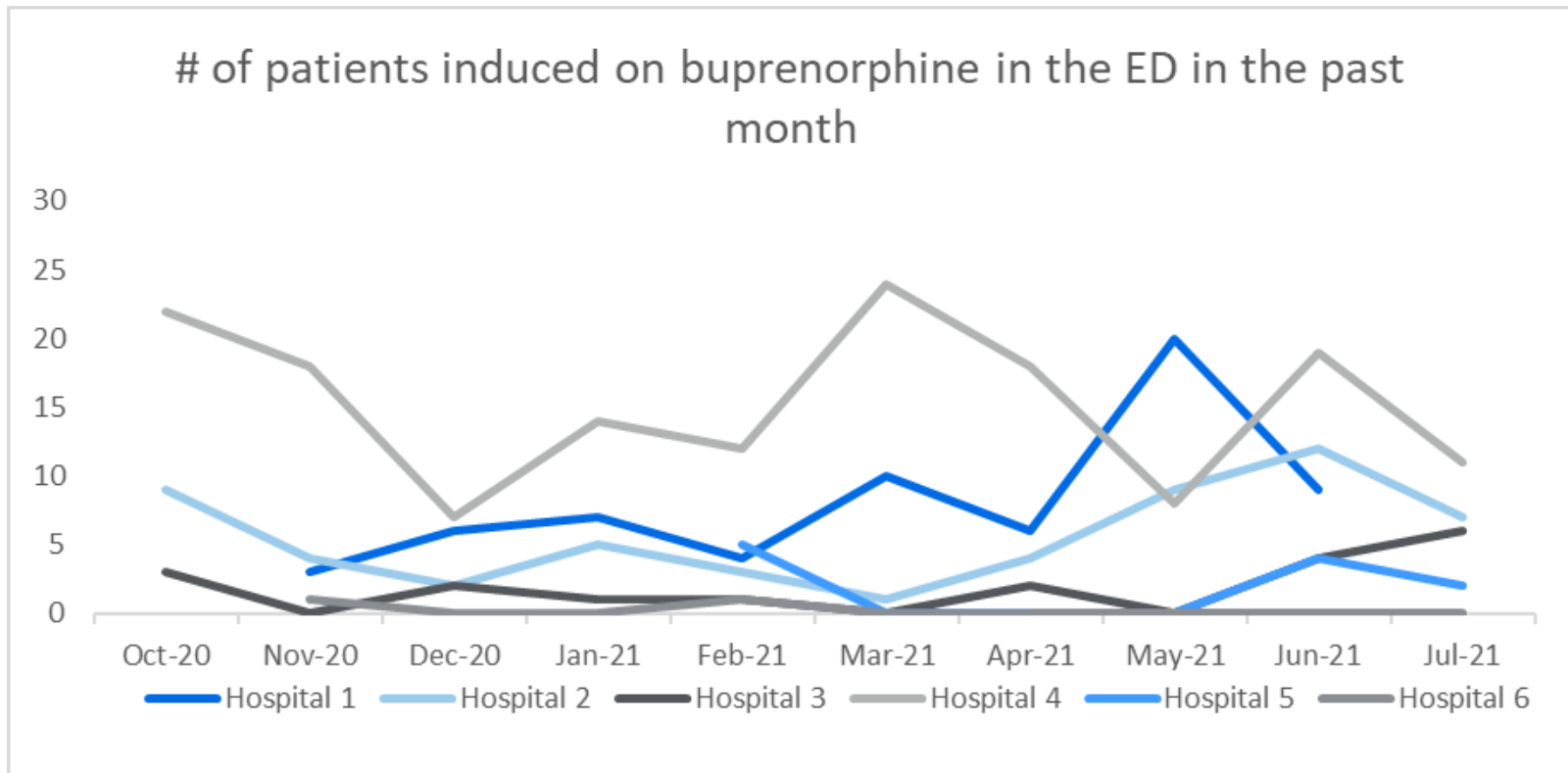

# of patients who screened positive for Opioid Use Disorder (OUD) in the past month
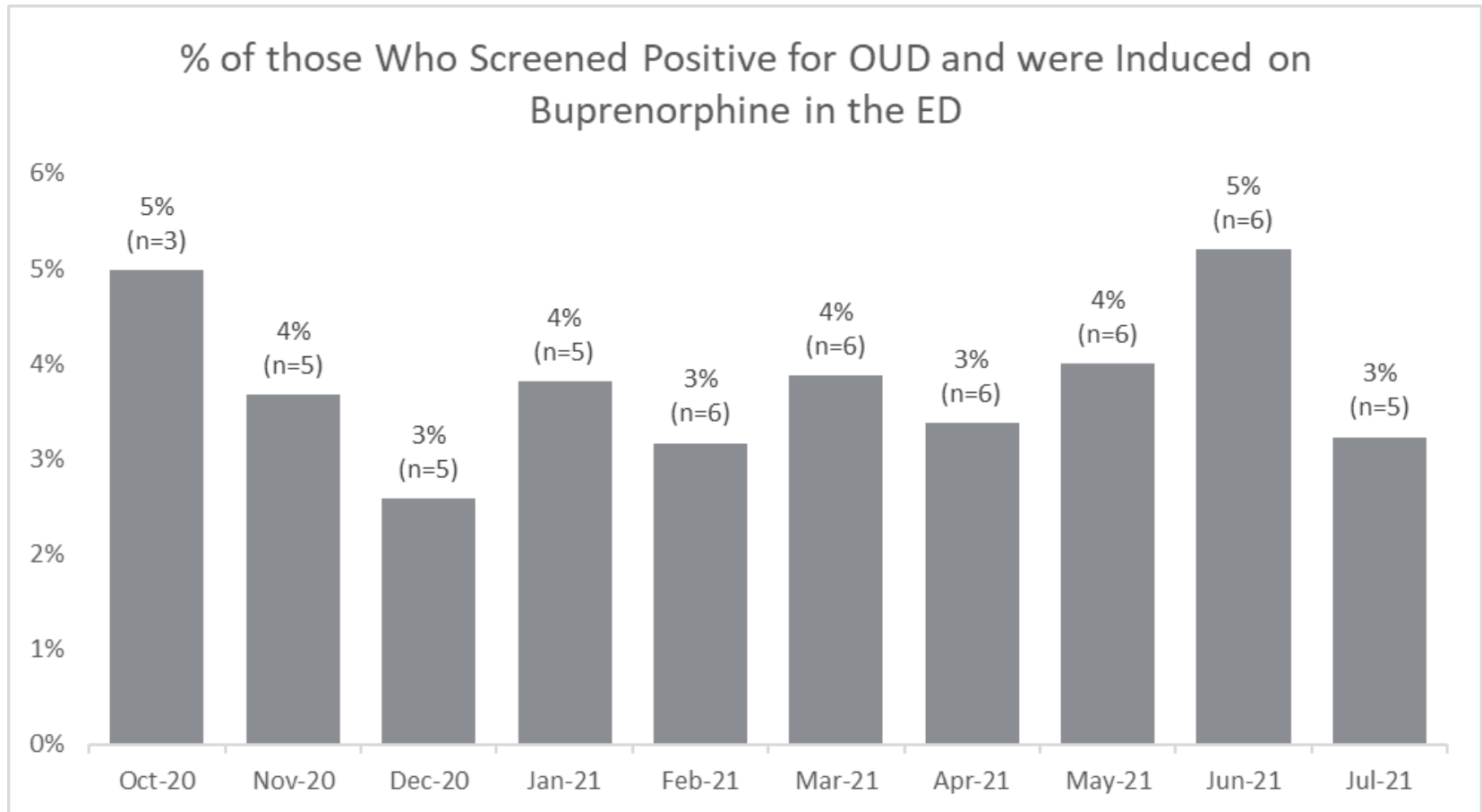
Common Measure 3.1: # of patients induced on buprenorphine in the ED in the past month

Total # of Patients Induced on Buprenorphine Since October: 321

# of patients induced on buprenorphine in the ED in the past month

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Optional Measure 2.2 & Common Measure 3.1

% of those Who Screened Positive for OUD and were Induced on Buprenorphine in the ED

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CONDUCTING A PDSA CYCLE

What is a PDSA Cycle?

Plan

- State objective of test
- Predict what will happen
- Develop a plan to test change

Do

- Carry out the test
- Document problems & begin analysis of data

Study

- Complete analysis of data
- Compare data to prediction
- Summarize and reflect on what was learned

Act

- What modifications need to be made
- Prepare plan for next test

Reference: How to Improve: Institute for Healthcare Improvement accessed on: 8/30/2019 http://www.ihi.org/resources/Pages/HowtoImprove/ScienceofImprovementTestingChanges.aspx

Example PDSA: Badge Backers

Plan	Do	Study	Act

• Develop buprenorphine treatment protocol
• Convert to algorithm or process map
• Develop prototype badge backer with ED MAT Team and share with GNYHA to receive your $475 stipend
• Identify who or what department will make the badge backers(internal or external)
• Distribute to staff and educate them on the purpose they serve
	• Was the cycle carried out as planned?
	• What did you observe that was not part of your plan?
		• # of patients induced on buprenorphine
		• # of induced patients given a prescription for buprenorphine
			• Next steps based on findings
			
			• Decide to:
			  • Abandon
			  • Adapt
			  • Adopt

Questions or Comments?

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PDSA Homework

☐ Identify ED patients that might have been appropriate for MAT
  - ☐ E.g., opioid diagnosis, administered naloxone in ED, received naloxone kit at discharge, site ideas
  - ☐ E.g., EMR or pharmacy data

☐ Use the data collection tool to conduct chart reviews and identify patients that received MAT and those that did not

☐ Identify opportunities for improvement and "change"

☐ Use the PDSA cycle to test the change you believe will improve your current process

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PDSA Homework - Data Tool

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Discussion

□ How do you intend to conduct the case finding/chart review?
- □ How will you identify patients?
- □ Who needs to be involved?
- □ How will you document your findings?
- □ Who is involved in discussions on opportunities for improvement?
- □ What will your next steps be?

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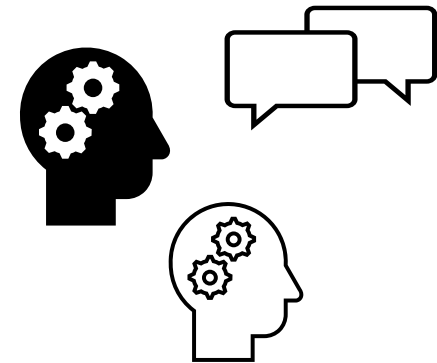
Increasing the # Patients Treated with Buprenorphine

Timeline:

- **September 23 Collaborative Session:**
  - Homework—start case finding/chart reviews (tracking tool)
- **October 4 – 15:**
  - Check-in calls to review case finding/chart review and plan PDSA strategy
- **October and November Collaborative Sessions:**
  - Sites to share PDSA findings and actions to be taken
- **November:**
  - Check-in & office hour calls

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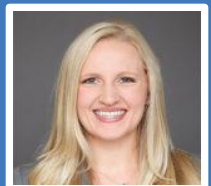**Jared Bosk**
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