Welcome

Healthcentric Advisors
Advancing Healthcare Quality | Empowering People

Logistics for Today's Webinar

- Enter your name, organization, and the number and names of people joining you today in the chat.

- Participants' microphones will be muted until the question and discussion session.

- Use the chat feature to enter any questions you have; we will address questions at the end of the presentation.

- The slides and video will be posted here: https://healthcentricadvisors.org/learning-resources/opioid-use-disorder-in-long-term-care-toolkit/

You Are Invited…

- To be open, impacted, and changed by what you hear.

- You should speak from your own personal experience, from the "I" perspective, rather than speaking generally for others.

- Be patient with each other as we all strive to use respectful and person-centered language. Terminology evolves, and this is a work in progress for all of us.

- You must demonstrate self-awareness regarding the amount of airtime you use and balance your contributions with those of other participants.

- To share a story, provide the headline version with only relevant details that support learning for all.

Strategies for Supporting Residents with Opioid Use Disorder in Long Term Care Toolkit

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Acknowledgement

This toolkit was made possible by funding from the Connecticut Department of Mental Health and Addiction Services. We would also like to thank representatives from Connecticut Department of Public Health for their contributions in the development and review of this toolkit and the adjunctive training and implementation of this initiative.

Objectives

1. Understand the impact of the opioid crisis on the current population and the importance of comprehensive, compassionate care for residents with OUD in LTC.

2. Explore the domains of the toolkit and learn how to utilize its resources to improve care delivery for residents with an OUD.

3. Identify key areas for educational advancement in long-term care to enhance the management and support of residents with an OUD.

Poll Question:

- If you attended the in-person events held in May or June 2024 have you adopted any new practices from the event?

- If yes, please chat in what you've adopted into your current practices.

Current Climate

Avoiding Legal Risks Posed By Nursing Home Admissions of Substance Abuse Disorder Patients (Skilled Nursing News) Shelby Grebbin, January 10, 2024

Genesis HealthCare Inc. Agrees to Resolve Allegations of Americans with Disabilities Act Violations

AG Healey Secures $1.75 Million Resolution With Nursing Home Chain Over Failure To Meet the Needs of Residents With Substance Use Disorder

Company Operates Nursing Homes throughout Massachusetts, including in Marlborough, Northampton, and Worcester; Resolution is Largest Nursing Home Settlement Ever Reached by the AG's Office
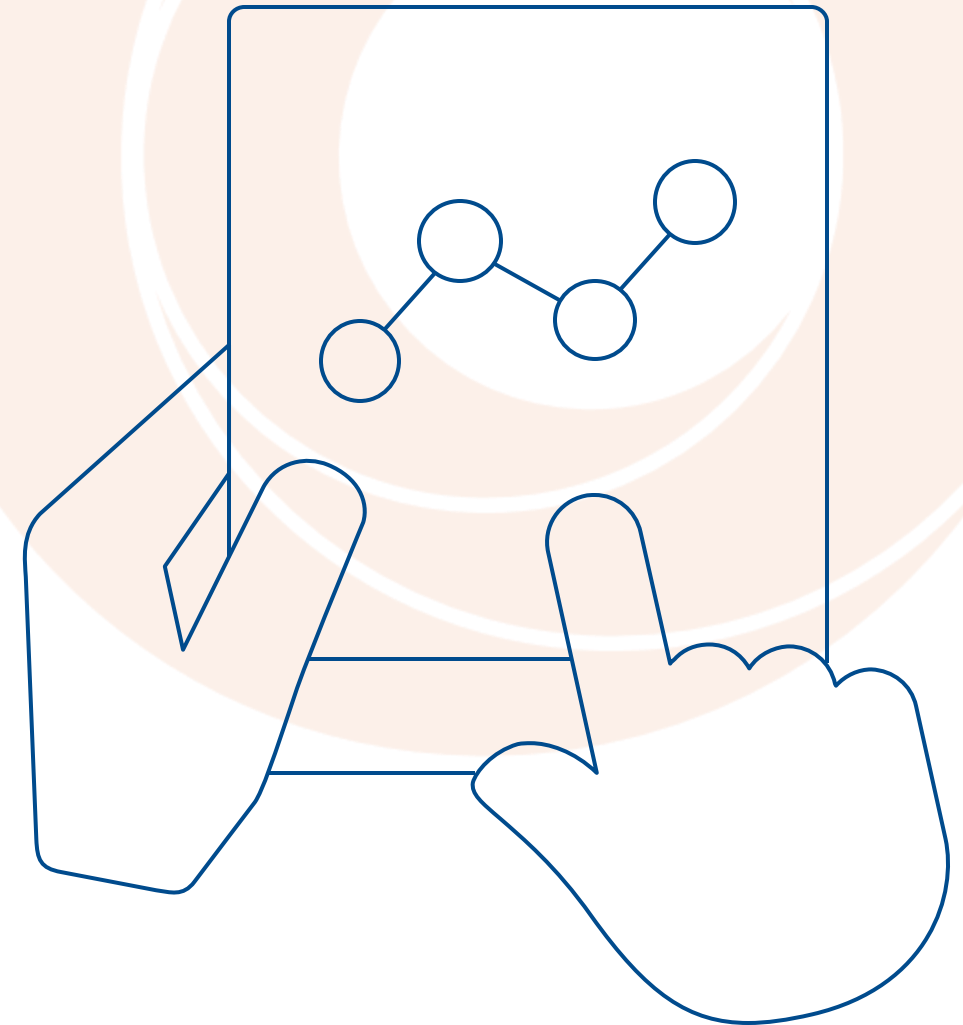
The challenges

1. The growing Opioid crisis has led to increasing numbers of people needing care and being directed to post acute care.

2. Nursing centers are responding though many centers feel ill-equipped to care for those with SUD and not consistent with their mission or ability to optimize care for the community they have traditionally served (elders),

3. Some are being fined under the Americans with Disabilities Act (ADA).

459,763 hospitalized patients with OUD. Of these, patients aged < 65 years and those not enrolled in Medicaid comprised the majority

70.3%

D/C to SNF 15.8%

DC Non 9.6%

DC Home w/ Home Health 2.5%

died@ hosp 1.8%

72,642 SNF admissions

Moyo P, Eliot M, Shah A, Goodyear K, Jutkowitz E, Thomas K, Zullo AR. Discharge locations after hospitalizations involving opioid use disorder among medicare beneficiaries. Addict Sci Clin Pract. 2022 Oct 8;17(1):57. doi: 10.1186/s13722-022-00338-x. PMID: 36209151; PMCID: PMC9548174.

Data Claims Analysis: Nursing Home (NH) Beneficiaries Lacking MOUD

90.79%

Medicare FFS Community-Eligible Population of Beneficiaries Diagnosed with OUD, without MOUD claims

	Total (Residents Diagnosed with OUD or Received MAT)	OUD Residents without MAT	% OUD Residents without MAT	Had Buprenorphine Prescription	Had Buprenorphine /Naloxone Prescription	Had Naltrexone Prescription
QIN	3,333	3,026	90.79%	319	82	29
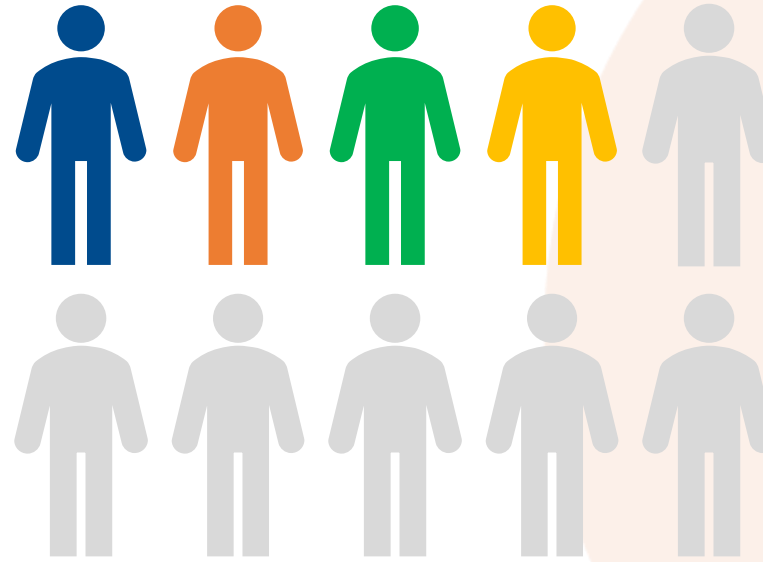
Who are we talking about?

Recognition of subtle differences:
1. People for whom recovery has been long, successful, and sustained with Medication for Opioid Use Disorder (MOUD).
2. People who are struggling with OUD and are interested in exploring treatment options.
3. People who are actively using Opioids and are not interested in recovery at the moment.

Poll Question:

Has your facility admitted residents with an OUD? Yes/No

How prepared do you feel your staff were to care for your resident(s) with OUD?

What is HATCh?

Foundation for the toolkit format

HATCh Holistic Approach to Transformational Change

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1/ Workplace Practices

The high engagement & performance of all those who labor and whose efforts impact residents (competencies, personal relationships & teamwork).

2/ Environment

The deep commitment to confronting environmental challenges whether the physical, social or cultural. Being a place of safety, peace, and trust delivering on its ability to be therapeutic.

3/ Care Practices

The ways in which people are cared for spiritually, mentally physically and emotionally. It engages each individual in the architecture of their daily life.

4/ Leadership

Leadership becomes a shared, empowered authority inspiring accountability through honest, trusting relationships while gently calling out the best in each individual.

5/ Family & Community

Inspiring family engagement, collaboration & support in the care of residents.

6/ Stakeholders

Demonstrating an abundance of competency, efficiency and professionalism in responding to the compliance, ethics, regulatory, business systems and service delivery within the organization.

Toolkit

Strategies for
Supporting Residents
with Opioid Use Disorder
in Long Term Care

CONNECTICUT
Public Health

CONNECTICUT
Mental Health & Addiction Services

Healthcentric Advisors

The Connecticut
Women's Consortium

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Domain 1: Workplace Practice

Workplace
Practices

Recruitment and Retention

Training

New positions

Ongoing Support

Checklist

Domain 1: Workplace Practice (Page 8)

Person-Centered Approach (Page 9)
- ☐ Include in onboarding education
- ☐ Include in continuing education and training
- ☐ Identify Champions

Staff Recruitment (Page 10)
- ☐ Develop screening questions to identify candidates for this population of residents.
- ☐ Recruit a workforce that is reflective of the community.
- ☐ Embed organizational culture into the interview process to include descriptions of an empathetic organization free from bias and stigma.
- ☐ Ask interview questions that help the candidate share their values.

Enhance Staff Roles * (Page 23)
- ☐ Aftercare Specialist
- ☐ Recreational Therapy
- ☐ Resident Ambassador Program

*Refer to descriptions of job roles in the Toolkit

Staff Training (Pages 11-22)
A staff training plan should incorporate an interdisciplinary, person-centered approach and enhance the following topics:
- ☐ OUD as a chronic disease
- ☐ Overdose prevention and Naloxone use
- ☐ Recognizing signs of withdrawal, utilizing the Clinical Opiate Withdrawal Scale (COWs)
- ☐ Stigma and bias training and use of person first language
- ☐ Harm Reduction principles
- ☐ How to engage residents to establish a positive relationship including de-escalation and empathy techniques
- ☐ Understanding of the six stages of behavioral change
- ☐ Trauma-informed care and addressing underlying trauma
- ☐ Use of motivational interviewing
- ☐ Training in recreation therapy to meet the needs of younger residents and programs to support recovery

Key Resources:
LMS Modules: https://learningforquality.org/courses/strategies-for-supporting-residents-with-opioid-use-disorder-in-long-term-care/
- o Understanding Opioid Use Disorder
- o What is an Overdose?
- o Addressing Stigma and Bias
- o De-escalation

Domain 2: Environmental

Environment

Wellness Orientation Training

Eight Dimensions of Wellness

Person Centered Orientation

Food Choices

Wake at Will

Culturally and linguistic Appropriate Services

Checklist

Domain 2: Environment (Page 26)

Develop a Therapeutic Environment

☐ Commit to creating and supporting the stabilization of environmental influences and minimize stressors that extend beyond the physical environment.

☐ Create a focus on the Eight Dimensions of Wellness
1. Emotional
2. Financial
3. Social
4. Spiritual
5. Occupational
6. Physical (medical wellness)
7. Intellectual
8. Environmental

Key Resources:
- CLAS flyer and action plan for information on CLAS to aid in implementation.
- Creating a Healthier Life. A Step-by-Step Guide to Wellness by SAMSHA
https://store.samhsa.gov/sites/default/files/sma16-4958.pdf

Domain 3: Care Practices

- Understanding Opioid Use Disorder
- Trauma Informed Approach
- Harm Reduction
- Medications for the treatment of OUD
- Care Planning
- Discharge Planning

Checklist

Domain 3: Care Practices (Page 34)

Staff Education

- ☐ Understanding Opioid Use Disorder (OUD)
  - o How an individual is Diagnosed with OUD
  - o Opioid Risk Assessment
  - o Symptoms of withdrawal
- ☐ Harm reduction strategies and facility policies
- ☐ Stigma training
- ☐ Care plan considerations for Residents with OUD
  - o Trauma Informed Care Approach
- ☐ Alternative strategies for pain management
- ☐ Understanding Medications for Opioid Use Disorder (MOUD)
- ☐ Methadone storage
- ☐ Naloxone administration

Key Resources:
- ▪ Clinical Opiate Withdrawal Scale (COWS) is an 11-item scale:
  https://nida.nih.gov/sites/default/files/ClinicalOpiateWithdrawalScale.pdf
- ▪ CT Harm Reduction Resource Flyer
- ▪ LMS Course: https://learningforquality.org/courses/strategies-for-supporting-residents-with-opioid-use-disorder-in-long-term-care/

Domain 4: Leadership

Leadership

Establish a Person-Centered Approach- culture is key

Process for Incorporating New Policies and Procedures

Mutual Agreement

Ensuring Staff at all levels in all departments understand SUD and receive ongoing training opportunities

Create a safe environment for staff and residents

Creating Safe Transitions for Residents that adhere to all regulations (CFR 42)

Checklist

Domain 4: Leadership (Page 56

Policy Development (Page 57)

☐ Review and incorporate a person-centered approach into existing policies as well as in the development of new ones.
☐ Refine existing policies, processes, and procedures over time

New policy and/or topics to embed into existing policies:

☐ Trauma informed care
☐ Resident and family council
☐ Harm reduction
☐ Therapeutic environment
☐ Person-first language
☐ Cultural and linguistic appropriate services
☐ Mutual agreements that promote resident safety
☐ Managing and securing pre-poured methadone
☐ Self-administration of MOUD

Guidance for Onsite Methadone Maintenance Service Delivery for Nursing Homes that are a Satellite to an Opioid Outpatient Treatment Program (OTP) at Skilled Nursing and Other Long Term Care Facilities [SNF] (Page 60)

☐ See separate checklist for Guidance ✅

Transportation (Page 62)

☐ Arrange transportation of Methadone to the Long-Term Facility (for residents on Methadone with a take-home waiver) *
☐ Utilize the Chain of Custody form
☐ Arrange transportation to the Opioid Treatment Program (for residents without a take-home waiver) *

*Refer to the toolkit for additional information regarding these processes.

Creating a Safe Transition for Residents (Page 64)

☐ Complete a Qualified Service Organization Agreement (QSOA)
☐ Obtain Release of Information before discharge from the hospital
☐ Obtain an Opioid Use Disorder Agreement, if applicable
☐ Consider Long Term Services and Support Resources such as:
  o Nursing Home Diversion and Transition Program
  o Money Follows the Person
  o Area Agencies on Aging

Key Resources:

▪ Best Practice Guide for policy development: Engaging People Who Receive Services
▪ Person-Centered Organizational Assessment
▪ Person-centered indicators: Person-Centered Thinking, Planning, and Practice: A National Environmental Scan of Indicators.
▪ Nursing Home Diversion (ct.gov)
▪ Money Follows the Person Program (ct.gov)

Domain 5: Family and Community

- Family inclusion
  - Partnerships with community groups
  - OTPs
- Support Groups
- Discharge partners
- Resident Councils

Family & Community

Checklist

Domain 5: Family and Community (Page 66)

Opioid Treatment Programs (OTP)

☐ Establish a relationship between the facility and an OTP
☐ Solicit the assistance of DMHAS and/or DPH if needed
☐ Evaluate and connect the resident(s) with a local OTP or MOUD prescriber, if not already connected

Community Resources

Help residents build and/or maintain connections with the community.

Explore the following:

☐ Warm lines
☐ Recovery support groups
☐ Peer recovery
☐ Virtual support meetings
☐ Patient navigators
☐ Sober living homes/certified Sober living homes
☐ Employment support
☐ Opioid family education support groups

Key Resources
- Connecticut Mental Health Network: https://portal.ct.gov/dmhas/programs-and-services/finding-services/finding-services
- Connecticut Community for Addiction Recovery (CCAR): https://ccar.us/about-ccar/

Domain 6: Stakeholder and Regulatory

Stakeholders

Resident Rights

Document, Document!

Checklist

Domain 6: Stakeholders and Regulatory (Page 73)

Recommendations:

- ☐ Review resident rights protections
- ☐ Review the American Disability Act
- ☐ Partner with survey team & ombudsman to develop the necessary structures to provide the greatest care for people with OUD
- ☐ Talk with other providers to develop and share strong policies and procedures

Key Resources

- CT LTC Regulations: https://portal.ct.gov/ltcop/regulations
- SAMSHA: https://www.samhsa.gov/about-us/who-we-are/laws-regulations
- American Disabilities Act (ADA): https://adata.org/factsheet/health-care-and-ada or https://www.hhs.gov/civil-rights/for-individuals/special-topics/community-living-and-olmstead/mds-guidance-bulletin/index.html

Co-Occurring Disorders

Welcome!

gin the course, click the "Start" button.

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Trauma Informed Care

Personal and Organizational Resilience
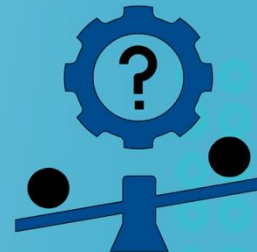
Welcome!

To begin the course, click the "Start" button.

Start

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Addressing Stigma & Bias

Welcome!

To begin the course, click the "Start" button.

Start

Opioid Epidemic

Welcome!

e course, click the "Start" button.

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De-Escalation

Welcome!

To begin the course, click the "Start" button.

Start

Companion Education Modules on the LMS

Website

Here is a snapshot of the domains found in the toolkit:

Domain 1: Workplace Practice

Enhance the understanding, skills, and inclusive mindset of all staff to provide thoughtful and expert care to individuals with an opioid use disorder (OUD), using a person-centered approach.

Domain 2: Environment

Identify several interventions long term care facilities (LTCF) can implement to foster a therapeutic environment that meets diverse needs of the residents to promote wellness.

Domain 3: Care Practices

Assist long term care facilities (LTCF) in implementing person-centered care practices that address the complex needs of residents with opioid use disorder (OUD) to meet their individual health goals.

Domain 4: Leadership

Model and operationalize an organizational culture that professionally and empathetically responds to the needs of those with an opioid use disorder (OUD) by ensuring safety, and accountability, and advancing the needed skills and attitudes.

Domain 5: Family & Community

Establish meaningful connections involving the resident, their family or family of choice and friends, and the community stakeholders to better support residents with opioid use disorder (OUD).

Domain 6: Stakeholders & Regulatory

Provide practical strategies to help Long Term Care Facilities (LTCFs) navigate state and federal regulations that may present challenges when caring for residents Opioid Use Disorder (OUD).

https://healthcentricadvisors.org/learning-resources/opioid-use-disorder-in-long-term-care-toolkit/

Questions?

Poll Question:

What would you like to learn more about for the next upcoming education session?

Do you need help making connections to local community providers in your region, such as Opioid Treatment Programs, Recovery Supports, Hospitals, Prescribers?

Interested in the Peer-to-peer sessions? Send us your email and we'll add you to the list of invitees!

Contact Us

Partnerships Matter

✉ sbaker@healthcentricadvisors.org

📞 (401)528-3218

🌐 https://healthcentricadvisors.org/learning-resources/opioid-use-disorder-in-long-term-care-toolkit/

Supporting Providers Across New England

Toolkit Domains:

Workplace Practice

Environment

Care Practices

Leadership

Family and Community

Stakeholders and Regulations