

Breakout Room Activity

Capital Region - November 30, 2021 (1:00 pm - 3:00 pm)

Please record your notes on your breakout room slide.



Breakout Room 1:

Review and discuss potential areas for improvement your site could address based on your QI data.

- Need to do much more outreach into the community (no Spanish speaking staff)
- Get the word out; make more use of SUN (Tahoe Forest)
- Dig deeper into North Shore
- About 35% of patients are chronic pain; want to be sure to save as much space as possible for patients with OUD
- Staffing; working to fix
- Getting weaker and weaker in counseling area (psychologist is leaving in 2 ½ weeks); looking to hire someone to do groups in the interim

Pick one site represented in the breakout room and work together to brainstorm possible change projects based on the site's QI data.

- Focus on Spanish speaking community
- Underserved/disenfranchised folks/non or under insured; undocumented - get word out - cross-over
- Transient community (due in part to seasonal employment)

What specific ideas for rapid cycle change projects will you bring back to your administrative team?

- Expanding relationships with referral sources
- Be a presence in the community (cultural events)
- Talk to high school health classes to reach youth (restrictions with using social media)
- Participate in health fairs
- Reach out to school nurse (Tahoe City/Tahoe Forest)
- Wellness center resource
- Incorporate outreach into Teen Clinic
- Expand use of student interns/peers

Breakout Room 2:

Review and discuss potential areas for improvement your site could address based on your QI data.

- Staff issues - not enough staff to see patients (impacting treatment). Need more counselors.
- Not covering people with the funding amounts that we have in our grant (lots of medical and benefits); people end up with coverage
 - People are choosing not to access insurance for privacy reasons (or maybe it's Kaiser and too far)
 - Now that insurance is covering MAT - everyone has some insurance it seems
 - Will need to redirect funds; funds used to personnel

Pick one site represented in the breakout room and work together to brainstorm possible change projects based on the site's QI data.

- Staffing: need to invest in workforce development (people leave the field and the demand is increasing)
- Need to develop staff (training)
- Need staff to also comply with grant requirements
- Team approach to training - ended up confusing people
- Recruiting - need to find diverse staff

What specific ideas for rapid cycle change projects will you bring back to your administrative team?

- Plan effective trainings for staff
- One supervisor (not multiple); supporting staff is important
 - Need direction and support from day 1

Breakout Room 3:

Review and discuss potential areas for improvement your site could address based on your QI data.

- Aegis Roseville Exploring ways to tap into various groups - addiction doesn't discriminate. Cultural piece and reaching out to various patient populations. Translate materials to make information more accessible.
- Butte County - One prescriber for both sites - clear to see that there are challenges when prescribers aren't available. Very clear indicator of a need - is there a way to work with our prescriber or get more.
- Staffing and recruitment issues - very challenging when you have to replace staff that is lost.

Pick one site represented in the breakout room and work together to brainstorm possible change projects based on the site's QI data.

- **Cultural piece - recruit more bilingual partners. Will help communicate with patients and retention**
- **Marketing/media presence**
- **Working with community partners you already have established - especially if there's a specific population that you want to reach out to**

What specific ideas for rapid cycle change projects will you bring back to your administrative team?

- Not reinventing the wheel and connecting with those cultural centers when available
- Translating some of the group materials to the language of patients. Can provide information like what a substance use disorder is.
 - General conversations on what a program might be looking like in their perspective

Breakout Room 4:

Review and discuss potential areas for improvement your site could address based on your QI data.

- Demographics - racial/ethnic disparities
 - Navigating cultural & linguistic differences
 - Created Spanish language outreach and resource materials
 - Next step: Get out into the community - resources in people's hands (e.g., promotoras, community health workers)
 - Challenges: limited staff, COVID -> new SUN!
- Outreach across the board

Pick one site represented in the breakout room and work together to brainstorm possible change projects based on the site's QI data.

- **Advertising project**
 - **Materials in ERs**
 - **Culturally and linguistically relevant**
 - **Promotoras/outreach workers**

What specific ideas for rapid cycle change projects will you bring back to your administrative team?

- Care coordination with other programs in the community (clinics, harm reduction)
 - Community education

Breakout Room 5:

Review and discuss potential areas for improvement your site could address based on your QI data.

- El Dorado - not much diversity in our population, which isn't a surprise. There are populations we may not be reaching, and perhaps we could improve outreach.
 - Referrals have also been down. May need to look into relationship with primary care practice.
- Plumas - Also predominantly white community. Greenville clinic burned down, which served a Native American population - many of these patients may have been brought in to Redding clinic. Many patients returning to treatment in the last couple of weeks.
 - We do have some patients who are uninsured/underinsured which may be a concern when this grant ends.
 - We have an X-waivered provider who is currently not prescribing - we may get her started again seeing patients.
- Stallant - Also predominantly white in our clinic. We are beginning outreach/advertising to Hispanic/Latinx population and expanding translation of materials, counselor conversational/medical terminology skills to work with these patients.

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- Plumas - Outreach to Greenville community, potentially local community college.
- El Dorado - Increasing telehealth footprint, to serve more areas close to Sacramento that may be in need.
 - Outreach to homelessness/housing programs, had fallen out of touch during COVID.
 - Implementing a patient survey to gain insights about their experiences and how to improve.
- Stallant - More language capacity among staff - hiring staff members with these skills.

What specific ideas for rapid cycle change projects will you bring back to your administrative team?

- El Dorado - survey to improve services and patient satisfaction. Ways to outreach to Hispanic/Latinx population and make sure people are aware of services.
- Plumas - Getting new provider prescribing, to ensure services available for more patients.