Workit Health

At home, at work, in the car— meeting patients where they are

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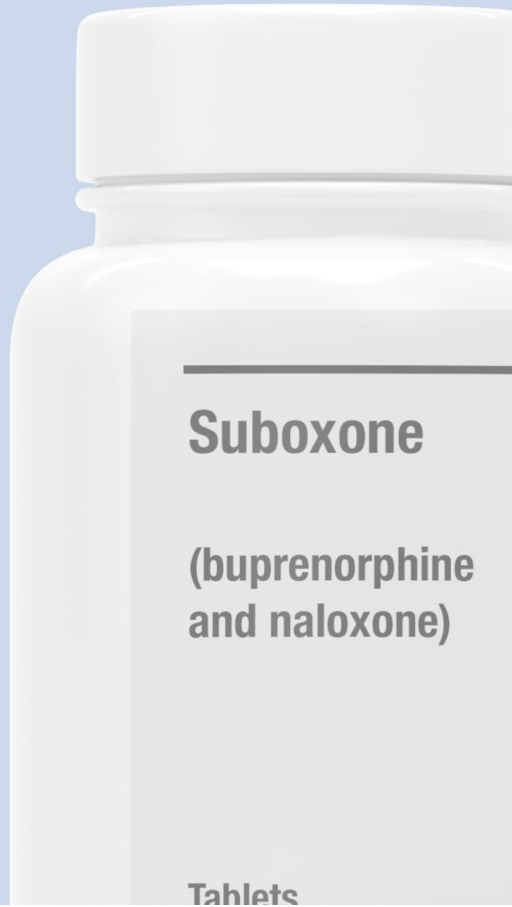
Speaker Disclosures

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WorkIt Health Therapist

Learning Objectives

- Describe current barriers to buprenorphine care within traditional brick-and-mortar clinics

- Identify strategies to lower barriers to treatment and increase access to buprenorphine by integrating telemedicine into clinical practices

- Explain the relationship between low-barrier buprenorphine treatment and positive clinical outcomes

- Look at impact of COVID-19 on telehealth/OUD treatment at WorkIt

About Workit
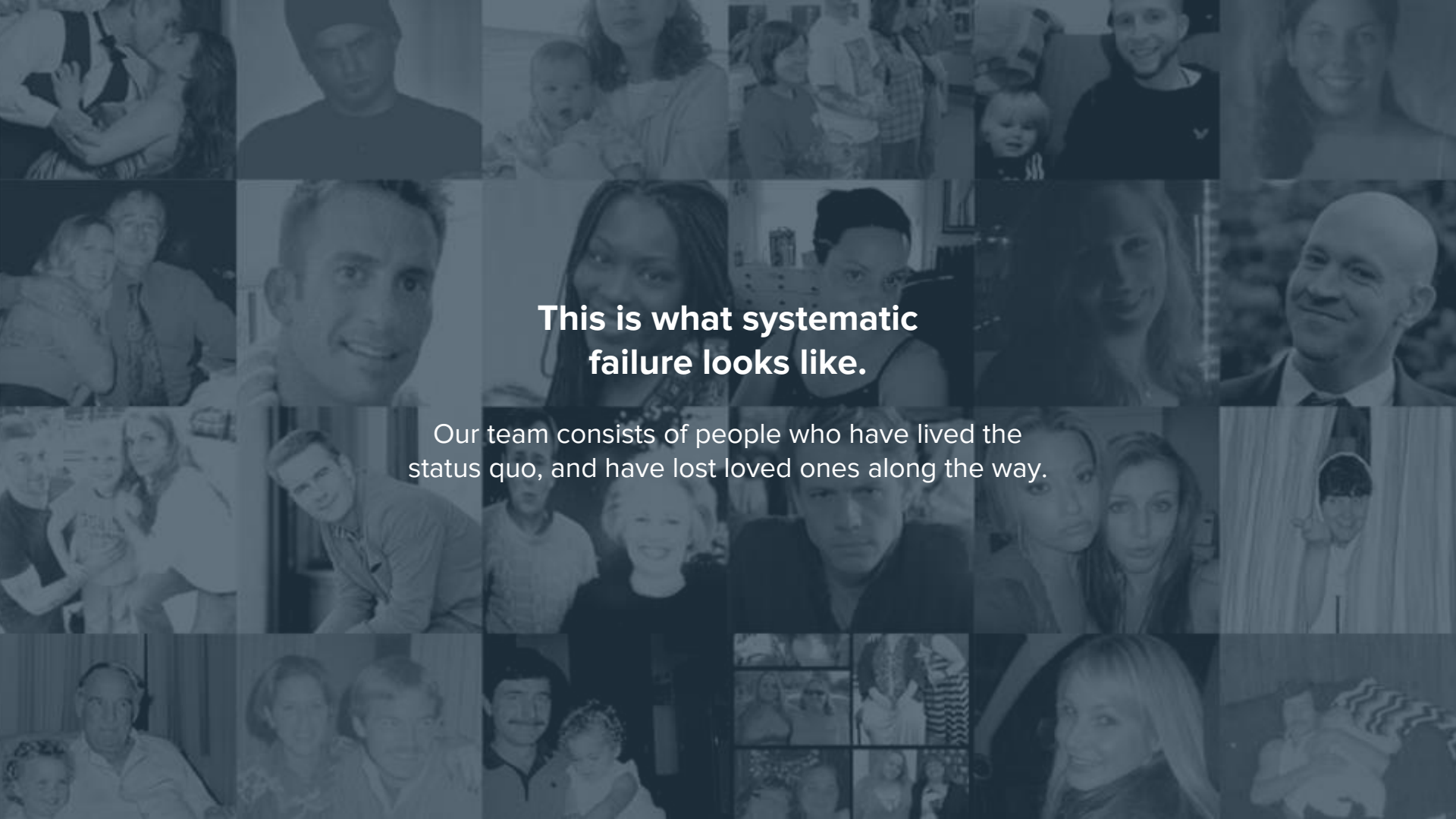
This is what systematic failure looks like.

Our team consists of people who have lived the status quo, and have lost loved ones along the way.

Our Solution

We are an online, on-demand addiction care program that brings evidence-based treatment and FDA-approved medication to people's phones.

We provide counseling, psychoeducation, care management, medical care, and medicated-assisted treatment to our clients.

Offering clinical care in 5 states: California, Michigan, New Jersey, Washington, and Alaska.

California Hub & Spoke Members

Members

100

Uninsured or underinsured residents of qualifying California counties.
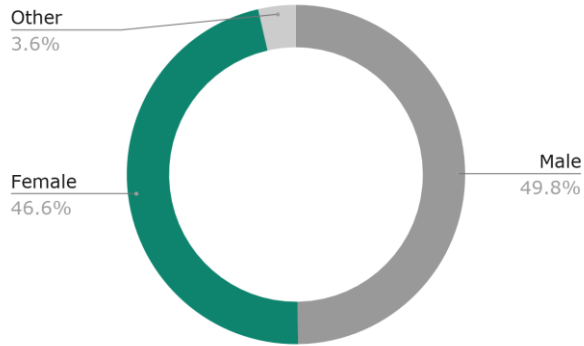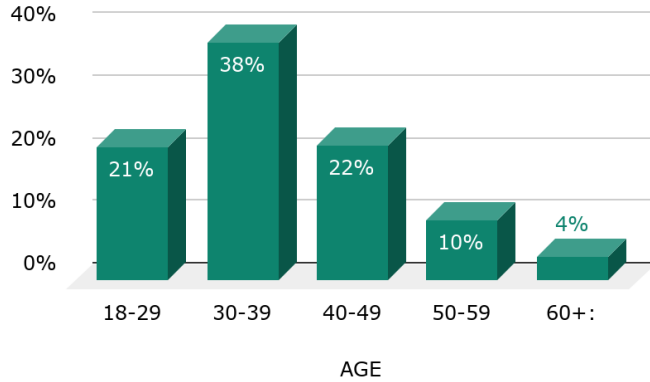
3-Month Retention

73.95%

Retention in the program month after three months

3- Month Adherence

83.58%

Members who test negative for drugs other than buprenorphine and marijuana at three months

MAT Patients: Demographics

Additional Insights

- **20.4%** of all clients are from ZIP codes that are classified as **rural**
- **42.5%** described some period of **housing instability** (homelessness, prison, staying on friends' couches, etc.), past or present.

Barriers to Care

Factors Impacting Patient Engagement in MAT and other SUD Treatments

Survey of 48 states, 59 organizations, Top Five Factors (Foney, 2019)

- Social Stigma
- Self-stigma (shame)
- Transportation barriers/distances to services
- Cultural norms (concordance with providers; family attitude)
- Patient's inability to take time off work and secure childcare

Others: Previous bad experiences with tx; Lack of providers; Ryan Haight Act; Treatment Costs; Wait lists; fear tx won't work.

Meet People Where They Are

Gold Standard Treatment: Hard to Find

- In their car, driving up Interstate 5
- In their truck commuting from Manteca to San Jose
- In an office in Sacramento
- On a job site in Napa
- In bed
- On the roof of a building in SF
- At a shooting range (!)
- At home with children
- On vacation at the beach

Member Testimonials: Telehealth

I can stay home and take care of my toddler and I can take care of my responsibilities and still show up for this every week.
MAT Clinic Member

So I didn't have a license for a really long time and I was homeless and I just hadn't gotten out of jail and wanted to stay clean...then I started doing the telehealth...I liked it cause it's more convenient. I don't have to leave work for three hours or anything.
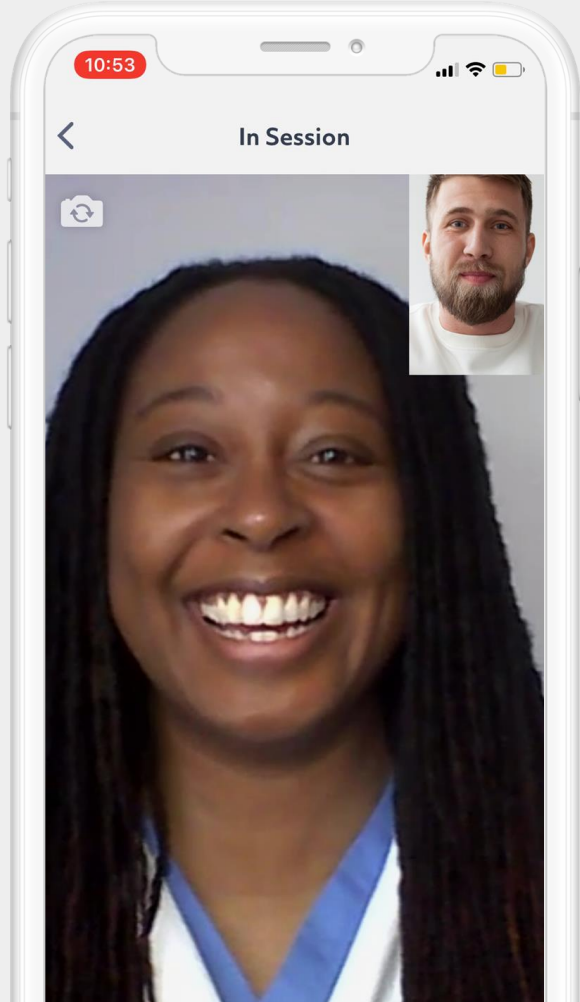**MAT Clinic Member**

It just feels safer to me than doing it in person. A doctor's office is so clinical and I feel so out of my own environment and out of my own like element, you know, you know, so when I can be in my own kind of space
MAT Clinic Member

How Our Program Works
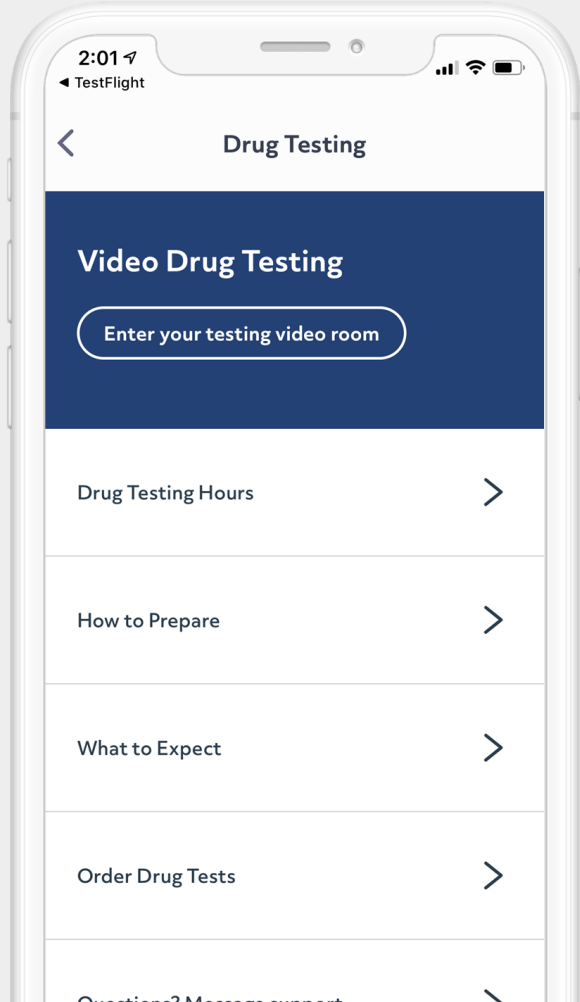
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Weekly Video Appointments

Clinicians meet with patients via Workit video conferencing that integrates with rest of backend for easy chart & record maintenance.

As members stabilize, they move to biweekly, then monthly visits.

All scheduling and communication done via the app, including appointment reminders.

Drug Testing

Members conduct ongoing saliva and urinalysis drug testing through the Workit Health platform.

The Workit Health drug testing algorithm enables:

- Automated transition between weekly, monthly and biweekly testing regimens.
- Detects anomalies in drug tests and adjusts testing regimen accordingly.
- Monitors test results on an ongoing basis and moves to a more forgiving regimen over time.

Online Therapy

The Workit Health recovery curriculum of over 1,000 courses utilizes evidence-based therapeutic techniques including:

- Cognitive behavioral therapy
- Dialectical behavioral therapy
- Motivational interviewing
- Narrative therapy

Members also have access to ongoing virtual therapy:

- 1:1 and text-based therapy from a Workit Health licensed clinician
- Weekly recovery groups that are counselor-led
- Members have the flexibility to attend via video, phone, or text only
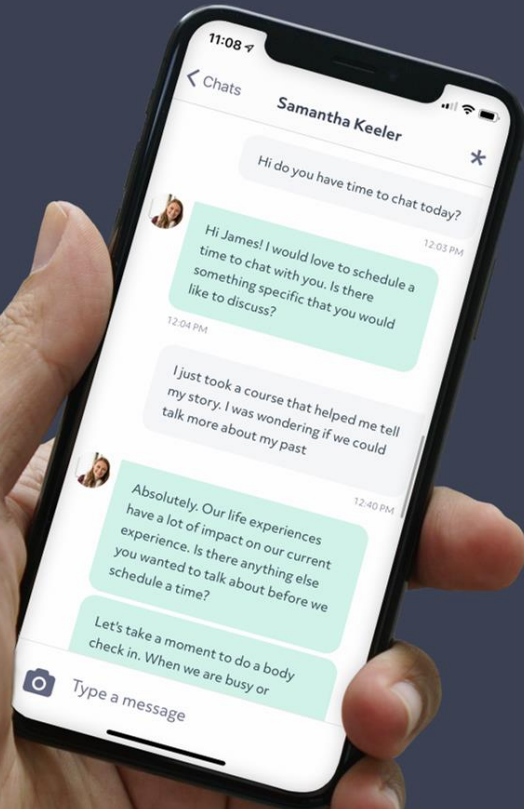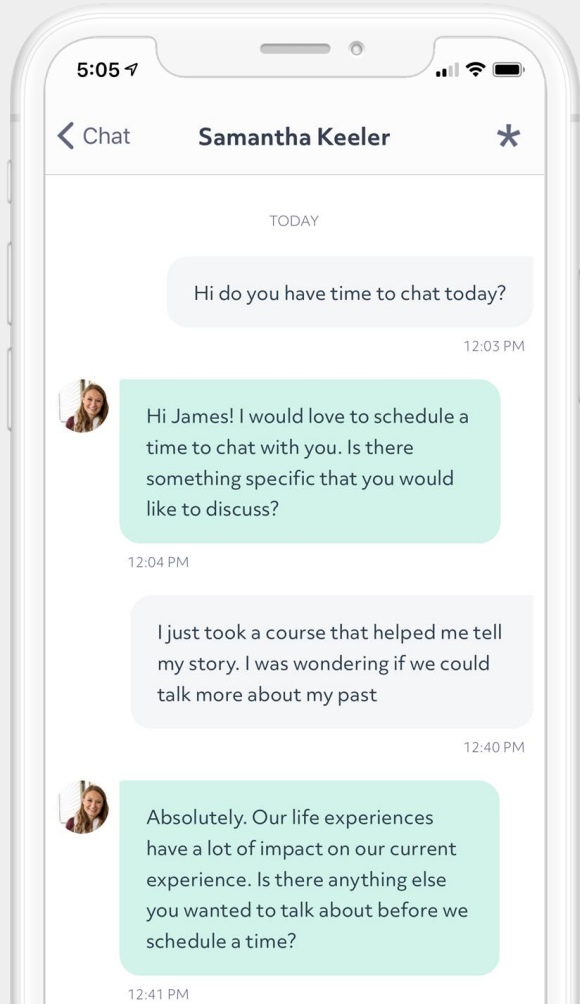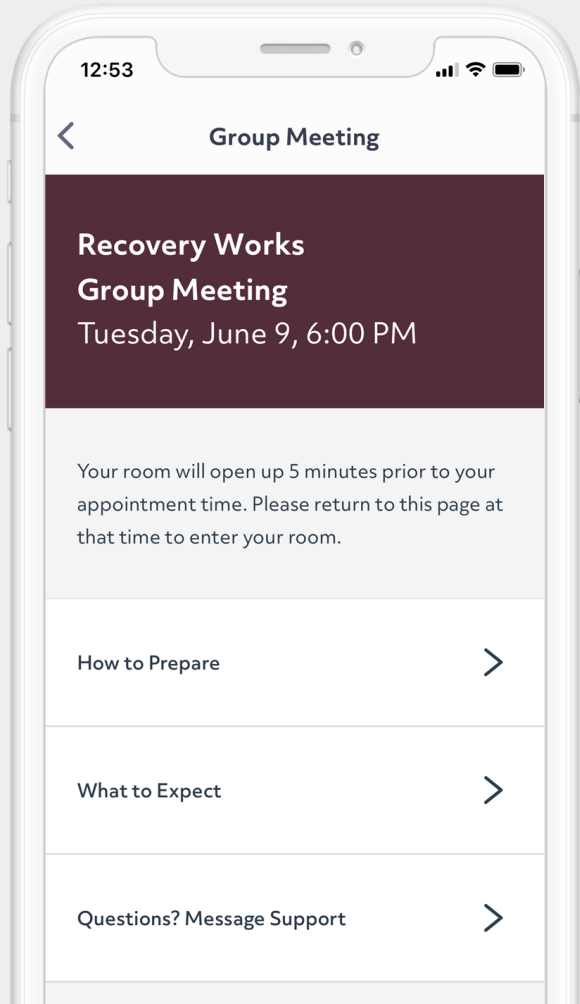
Text a Counselor Anywhere, Anytime

All care needs, questions, and concerns through our Workit Chat.

Asynchronous, Text-based for QC, Case Management

Weekly Meetings for Social Support

Counselor-led therapy groups at various times for maximum flexibility.

Our Results
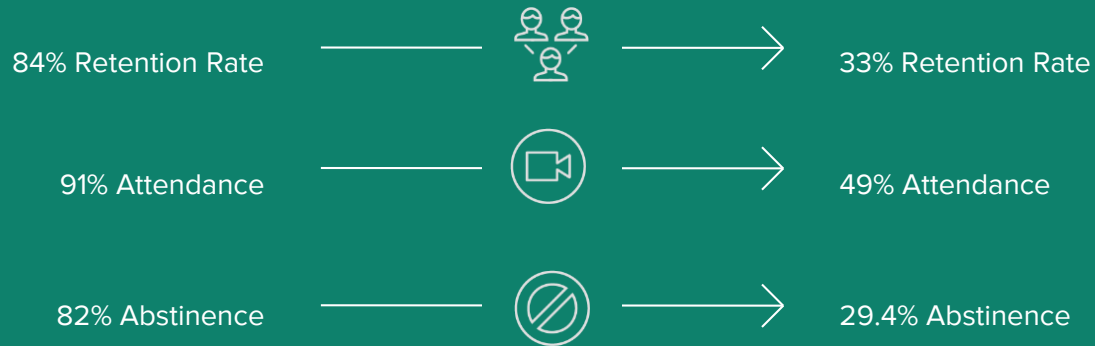
Measuring Holistic Outcomes

The Workit Health platform enables a whole-patient measure of program outcomes:

- Addictive behavior frequency
- Self-set goals
- Motivation levels
- Quality of life
- Health-promoting behaviors
- Comorbidities
- Psychosocial context
- Employment performance
- Biometric data (mandatory for clinic users)

Clinical Outcomes

Workit Health's outcomes far exceed those of brick and mortar treatment programs.

84% Retention Rate → 33% Retention Rate

91% Attendance → 49% Attendance

82% Abstinence → 29.4% Abstinence

Clinical outcomes after one month of our Workit Clinic Opioid Use Disorder MAT program.

COVID-19

Addiction + COVID = Perfect Storm

| March 2020	April 2020	May 2020
Fed: Ryan Haight Lifted; Full virtual care Permitted through exception 54(D) States Follow suit Originating Site Overturned HIPAA Exceptions: OCR Relaxations	Cross-State Medical Licensure Restrictions Eased Medicare Expediting: New pathway to fast Track applications, getting our staff in network quickly	245% increase in appointments scheduled

Geographic Range, Opening Access

Lifting Ryan Haight

- Patients seen from multiple geographic areas.
- Represents first month COVID
- Normally, would have driven for first appointment
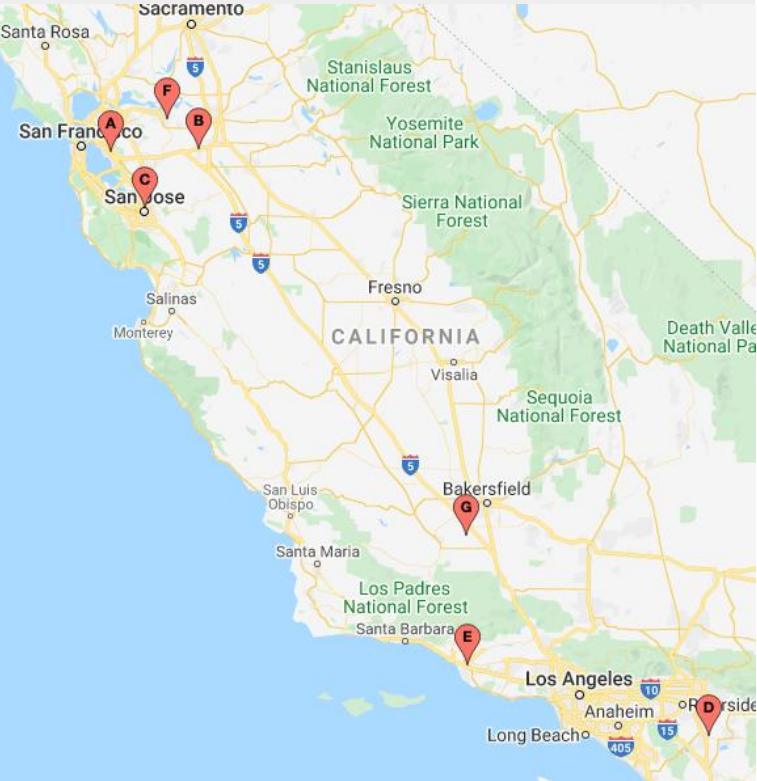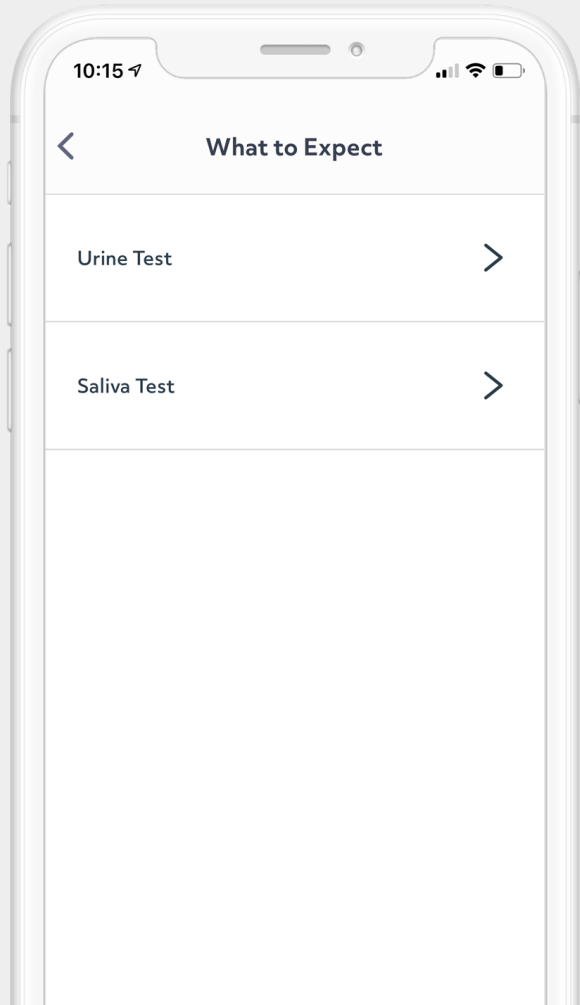
Remote Drug Screening Gains Acceptance During Pandemic

ASAM

- Caring for Patients During the COVID-19 Pandemic (ASAM, 2020)
- "requiring patients to present to a healthcare facility to provide urine or saliva samples for drug testing may be more harmful than beneficial" given current events.

Workit

- Remote drug screening
- Drug screening is a therapeutic tool, not a yardstick for "kicking patients out of the program"

Qualitative Clinician Reported Benefits of COVID

No Ride Needed
Patients are able to connect safely from home without the need to drive or find a ride to a clinic location

Patient and Provider Safety
Patients and providers are at less risk of contracting or spreading COVID through virtual care

More Time
Members can complete paperwork prior to appointment, leaving more time for meaningful engagement

Approachable Care
Members feel calmer and less anxious about initiating treatment when they do not have to come into a clinic

Deeper Data
Provider report more complete initial medical and family histories due to patients not rushing through paperwork in the lobby

Qualitative Clinician Reported Benefits of COVID

White Coat Syndrome
Patients are more comfortable connecting with providers and therefore display less anxiety in initiating treatment.

Increased Group Therapy Engagement
40% increase in group attendance since COVID-19.

Increased Induction
Attendance: 79% of people attended their 1st appointment with us.

Appropriate Dosing
Improved reporting of initial substance use amount improves initial patient dosing

Time to 1st Appt
Time for patient scheduling their appointment to their appointment time has decreased by 42% since January 2020.

Member Testimonials

**How does Workit compare to other addiction treatment options?**

[In other places], you're treated almost like a object where you talk and people hear the sound but don't listen to what you say or even care...you're just another number they want to get in and out. Workit is so much more different, it's convenient, personal, and just better all around, these people are doing a great job.
MAT Clinic Member

How has Workit impacted your life?

I've said it many times, but I'll say it again. WorkIt Health saved my life in more ways than one. The WorkIt team is amazing, and have always been courteous and genuine. It's hard to come by such a loving and caring staff, especially in a medical clinic.
MAT Clinic Member
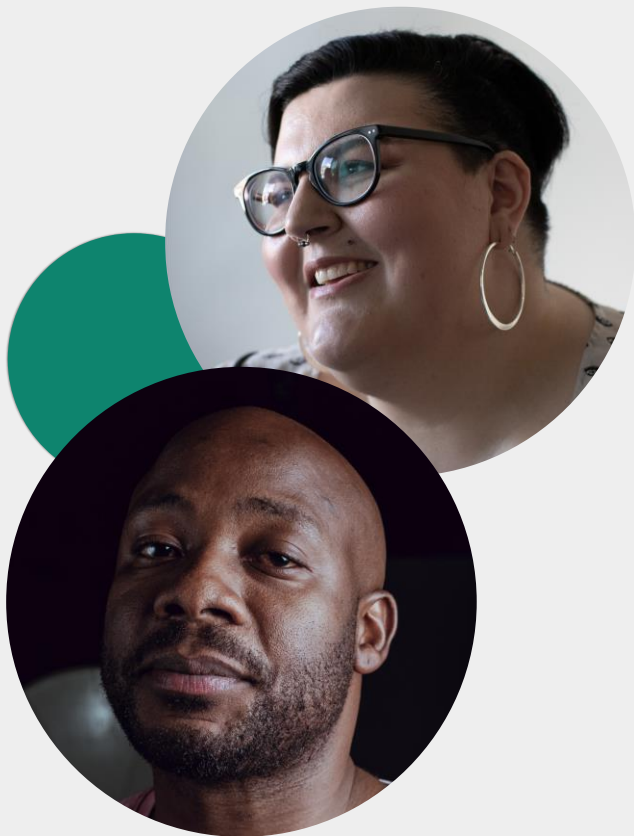
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