Addressing Opiate Use through Practice Transformation: Implementing Dashboard Reports to Improve Panel-Based Care

Rachel Mathu MPH,[1] Mila González Davila MPH,[1] Jesse Thomas,[2] Susan Olender MD[1,3]

[1]NewYork-Presbyterian Hospital, [2]RDE Systems, [3] Department of Medicine, Columbia University Irving Medical Center

Columbia University Irving Medical Center

NewYork-Presbyterian Columbia University Irving Medical Center

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BACKGROUND

- The U.S. opioid epidemic has had a significant impact on rates of overdose deaths among people living with HIV (1). Data from overdose deaths during COVID-19 suggest the epidemic is worsening (2).
- To better address the needs of patients with opioid use disorders, efforts to expand access to medication assisted therapy (MAT) should consider systems-level interventions for optimizing care (3).
- In 2015, our HIV program—a large urban academic center providing comprehensive HIV, HCV and sexual health services—underwent practice transformation to support adoption of a health information technology (HIT) intervention through eCOMPAS (developed by RDE systems) and facilitate population health management of high-risk patients with complex care needs.
- In 2018, our program served 2,227 people living with HIV of which a majority were Latinx or Black (59%) and primarily publicly insured (96%). At this time, we began an integrated MAT program to address rates of substance use in our practice. A retrospective review of program outcomes reveals that many clients who initially linked to MAT in 2018 were not retained nor engaged in onsite behavioral health (4).
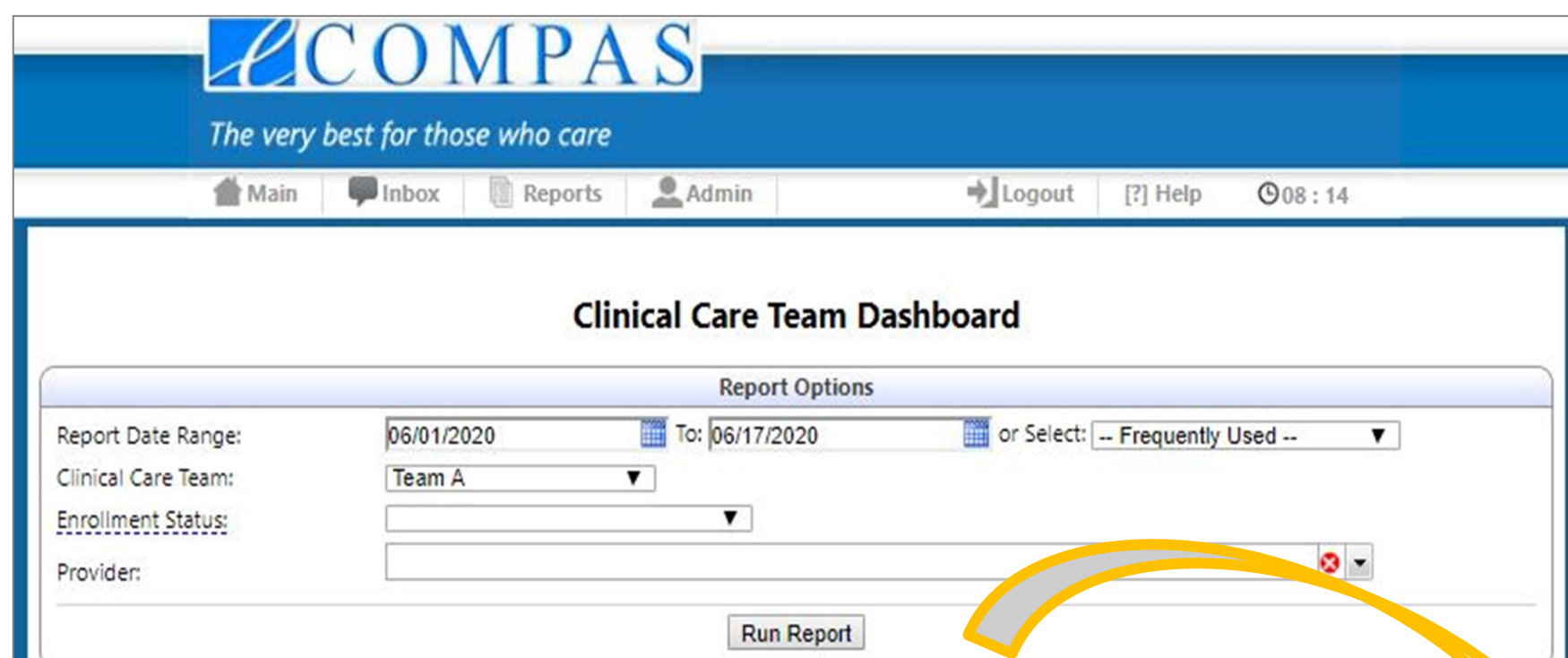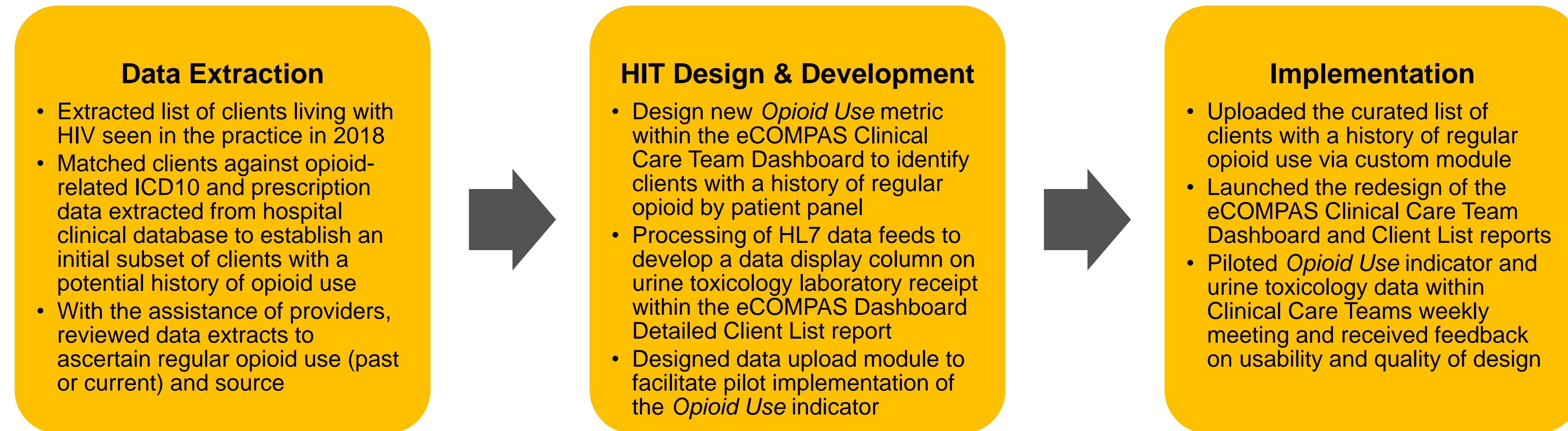
PROJECT AIM

- Leverage the PDSA methodology to enhance a population-based, HIT intervention, the eCOMPAS Clinical Care Team Dashboard, to facilitate the identification and panel management of high-risk clients with an opioid use disorder.
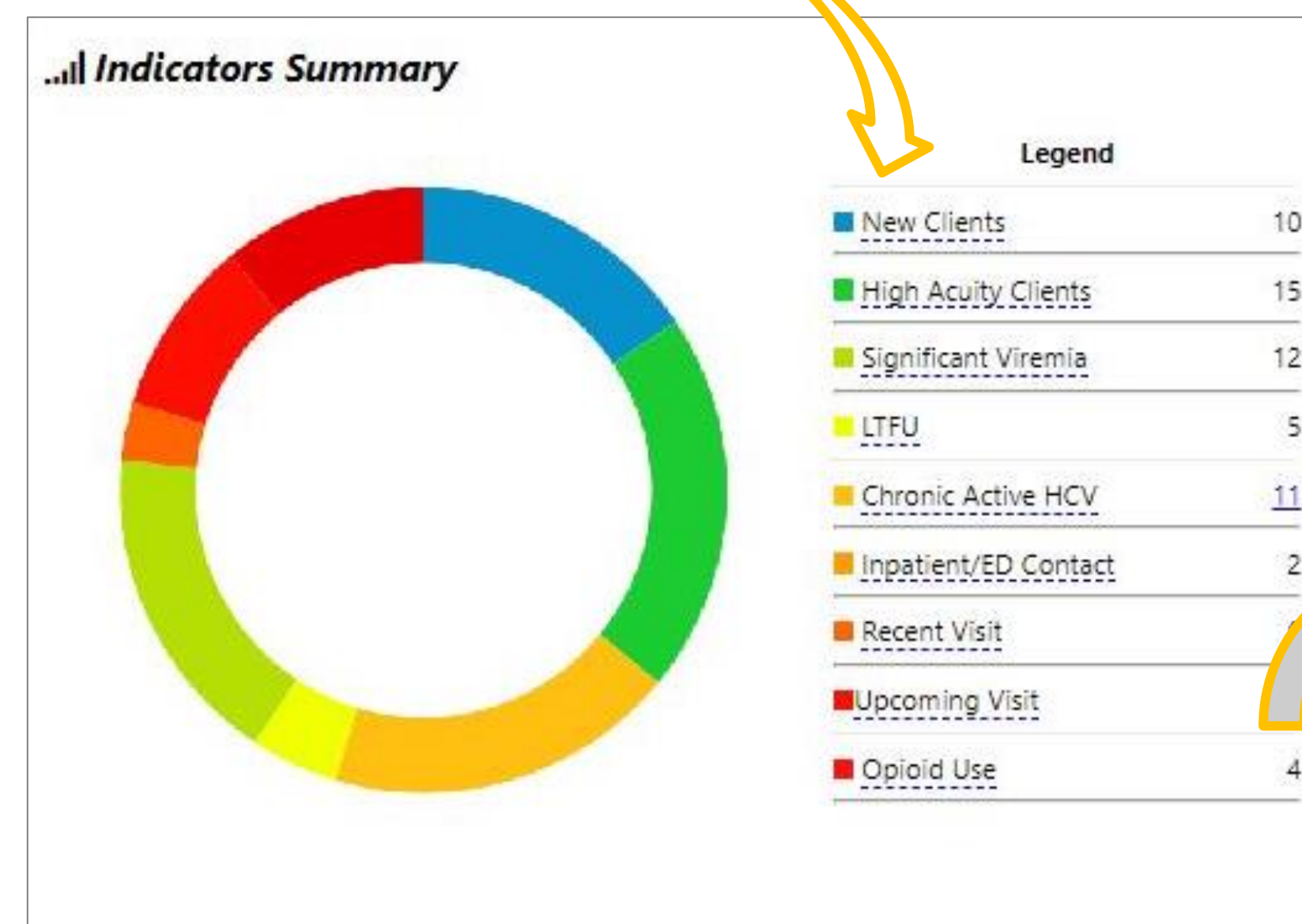
DATA REVIEW

Table 1. An initial cohort of clients with a known history of regular opioid use was identified through database extracts and chart reviews

Inputs	N (%)
Clients with HIV served in the practice in 2018	2227
Clients with ICD10 or prescription data on opioid use	528 (23.7)
Clients with regular opioid use	113 (5.1)
Prescription	87 (77.0)
Illicit	13 (11.5)
Both	13 (11.5)

PROJECT PLANNING & OUTPUTS

Data Extraction
- Extracted list of clients living with HIV seen in the practice in 2018
- Matched clients against opioid-related ICD10 and prescription data extracted from hospital clinical database to establish an initial subset of clients with a potential history of opioid use
- With the assistance of providers, reviewed data extracts to ascertain regular opioid use (past or current) and source

HIT Design & Development
- Design new *Opioid Use* metric within the eCOMPAS Clinical Care Team Dashboard to identify clients with a history of regular opioid by patient panel
- Processing of HL7 data feeds to develop a data display column on urine toxicology laboratory receipt within the eCOMPAS Dashboard Detailed Client List report
- Designed data upload module to facilitate pilot implementation of the *Opioid Use* indicator

Implementation
- Uploaded the curated list of clients with a history of regular opioid use via custom module
- Launched the redesign of the eCOMPAS Clinical Care Team Dashboard and Client List reports
- Piloted *Opioid Use* indicator and urine toxicology data within Clinical Care Teams weekly meeting and received feedback on usability and quality of design

Step 1. Run the eCOMPAS Clinical Care Team Dashboard.

Step 2. Click on Opioid Use indicator hyperlink.

Step 3. Sort detailed client list by urine toxicology laboratory data indicator.

PROVIDER FEEDBACK

Having access to this indicator improves coordination of care for our patients. We can connect them with Behavioral Health Clinicians that are knowledgeable with substance use disorder.
RN Care Manager

Providers know their patients best, therefore, opioid use is often not discussed during team meetings unless it pertains to the lost to follow-up. Having access to this indicator improves knowledge of patient history across the care team.
RN Care Manager

NEXT STEPS

- Incorporate HL7 data feed processing of ICD10 codes for opioid use disorders and prescriptions for MAT within the Dashboard design, which would allow for real-time tracking of care continuum data for this population.

CONCLUSIONS

- Integration of opioid use data into panel management strategies is feasible within existing population health system but requires accurate use of ICD10 codes for opioid use disorders.
- Customization of population-based Dashboards to address opiate use is needed and allows teams to optimally assess for completion of substance use screenings and identify patients in need of reassessment of pain management, MAT, and behavioral health needs among panel of patients.

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