

**OPIOID CARE PROCESSES**

**Purpose:** To assist primary care clinics in optimizing processes for paneled patients who use opioids  
**Aim Statement:** By x date x clinic will have improved their reassessment rate of patients taking opioids, by X%  
**Outcome Measure:** # of patients with documented reassessment within specific time interval  
**Balancing Measure:** Time to third next available appointment.



High Impact Changes	Potentially Better Practices	Process Measures	Tools
Improve the patient experience	Establish a multidisciplinary quality improvement team and consider including a patient with lived experience	Regularly scheduled team meetings	<a href="#">Patient Representative Guide</a>
	Test and implement a patient-centred care planning approach	# of patients using opioids with a documented care plan in last 12 months	<a href="#">Care Planning Template</a>
	Create a culture that allows for open conversation about opioids	Patient survey or interview Team survey	<a href="#">ACFP 'Let's Talk' Poster</a>
Identify paneled patients for care improvements	Generate lists of patients using prescribed opioids	# of patients with any opioid prescription	<a href="#">EMR Guide</a>
	Generate lists of patients using illicit opioids	# of patients using illicit opioids	
Optimize care management and prescribing	<b>Initiating Opioids</b>		
	Assess the risk of opioid misuse for patients before initiating opioid therapy	# of patients using opioids with completed risk assessment	<a href="#">Opioid Risk Tool</a>
	Engage patients in a conversation about the benefits, side effects, and risks prior to prescribing opioids	# of patients with a documented opioid pre-prescribing conversation	<a href="#">Opioid Provider-Patient Conversation Checklist</a>
Establish a process where Netcare is reviewed prior to prescribing opioids	# of patients with documentation of review in chart	<a href="#">Process Mapping Guide</a>	



High Impact Changes	Potentially Better Practices	Process Measures	Tools
<b>Management of Patients Using Opioids</b>			
Optimize care management and prescribing, con't	Reassess patient taking opioids for changes in functions, pain, side effects, and mental health	# of patients overdue for reassessment	<a href="#">Brief Pain Inventory</a> Mental Health Assessment (e.g. PHQ9, GAD7, ACEs)
	Assess patients for Opioid Use Disorder (OUD)	# of patients screened for OUD	<a href="#">Prescription Opioid Misuse Index (POMI)</a>
Standardize documentation	Record all opioid prescriptions in the EMR	# of patients with any opioid prescription	<a href="#">Process Map Guide</a>
	Record illicit opioid use in the EMR	# of patients using illicit opioids	<a href="#">Process Map Guide</a>
	Record offers of Opioid Agonist Therapy (OAT) in the EMR	# of document offers of OAT for patients with OUD	<a href="#">Measurement Guide</a>
Coordinate care in the medical home	Establish clear roles and responsibilities and a shared mental model for opioid processes amongst your medical home team	Team Assessment	<a href="#">Role and Responsibilities Guide</a> <a href="#">Team Assessment</a>
Coordinate care in the health neighbourhood	Establish processes for coordinating care of paneled patients using opioids (e.g. specialty and community services, pain, mental health) within your community and zone	Team Assessment	<a href="#">Who Can Help Framework</a>