

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	Patient Representative Guide
	Test and implement a patient-centred care planning approach	# of patients using opioids with a documented care plan in last 12 months	Care Planning Template
	Create a culture that allows for open conversation about opioids	Patient survey or interview Team survey	ACFP 'Let's Talk' Poster
Identify paneled patients for care improvements	Generate lists of patients using prescribed opioids	# of patients with any opioid prescription	EMR Guide
	Generate lists of patients using illicit opioids	# of patients using illicit opioids	
Optimize care management and prescribing	Initiating Opioids		
	Assess the risk of opioid misuse for patients before initiating opioid therapy	# of patients using opioids with completed risk assessment	Opioid Risk Tool
	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	Opioid Provider-Patient Conversation Checklist
Establish a process where Netcare is reviewed prior to prescribing opioids	# of patients with documentation of review in chart	Process Mapping Guide	



High Impact Changes	Potentially Better Practices	Process Measures	Tools
Management of Patients Using Opioids			
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	Brief Pain Inventory Mental Health Assessment (e.g. PHQ9, GAD7, ACEs)
	Assess patients for Opioid Use Disorder (OUD)	# of patients screened for OUD	Prescription Opioid Misuse Index (POMI)
Standardize documentation	Record all opioid prescriptions in the EMR	# of patients with any opioid prescription	Process Map Guide
	Record illicit opioid use in the EMR	# of patients using illicit opioids	Process Map Guide
	Record offers of Opioid Agonist Therapy (OAT) in the EMR	# of document offers of OAT for patients with OUD	Measurement Guide
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	Role and Responsibilities Guide Team Assessment
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	Who Can Help Framework