



# Opioid Care Processes

### Purpose:

To assist primary care clinics in optimizing processes for paneled patients who use opioids

### Outcome Measure:

The number of patients with documented reassessment within specific time interval

### Aim Statement:

By a specific date, the clinic team will have improved their reassessment rate of patients taking opioids by a specific percentage.

### Balancing Measure:

Time to third next available appointment.

### Prerequisite Change Packages

- Panel Processes Change Package
- Relational Continuity Change Package



Search our collection of premium tools in [AMA's Resource Centre](#).



## High Impact Changes

1. Improve the patient experience



## Potentially Better Practices (PBPs)

1.1 Establish a multidisciplinary quality improvement team and consider including a patient with lived experience

1.2 Test and implement a patient-centred care planning approach

1.3 Create a culture that allows for open conversation about opioids

2. Identify paneled patients for care improvements

2.1 Generate lists of patients using prescribed opioids

2.2 Generate lists of patients using illicit opioids



## Process Measures

Regularly scheduled team meetings

The number of patients using opioids with a documented care plan in last 12 months

Patient survey or interview  
Team survey

The number of patients with any opioid prescription

The number of patients using illicit opioids



## Searchable Tools

- Patient Representative Guide
- Care Plan Template with Prompt
- Let's Talk about Opioid Poster
- EMR Guides - Opioids
- EMR Guides - Opioids

High Impact Changes	Potentially Better Practices (PBP)	Process Measures	Tools
3. Optimize care management and prescribing	Initiating Opioids		
	3.1 Assess the risk of opioid misuse for patients before initiating opioid therapy	The number of patients using opioids with completed risk assessment	<ul style="list-style-type: none"> <li>Opioid Risk Tool</li> </ul>
	3.2 Engage patients in a conversation about the benefits, side effects, and risks prior to prescribing opioids	The number of patients with a documented opioid pre-prescribing conversation	<ul style="list-style-type: none"> <li>Provider-Patient Conversation Checklist - Opioid</li> </ul>
	3.3 Establish a process where Netcare is reviewed prior to prescribing opioids	The number of patients with documentation of review in chart	<ul style="list-style-type: none"> <li>Process Mapping</li> </ul>
	Management of Patients Using Opioids		
	3.4 Reassess patient taking opioids for changes in functions, pain, side effects, and mental health	The number of patients overdue for reassessment	<ul style="list-style-type: none"> <li>Brief Pain Inventory</li> <li>Mental Health Assessment (e.g. PHQ9, GAD7, ACEs)</li> </ul>
	3.5 Assess patients for Opioid Use Disorder(OUD)	The number of patients screened for OUD	<ul style="list-style-type: none"> <li>Prescription Opioid Misuse Index (POMI)</li> </ul>
4. Standardize documentation	4.1 Record all opioid prescriptions in the EMR	The number of patients with any opioid prescription	<ul style="list-style-type: none"> <li>Process Mapping</li> </ul>
	4.2 Record illicit opioid use in the EMR	The number of patients using illicit opioids	<ul style="list-style-type: none"> <li>Process Mapping</li> </ul>
	4.3 Record offers of Opioid Agonist Therapy (OAT) in the EMR	The number of document offers of OAT for patients with OUD	<ul style="list-style-type: none"> <li>Measurement Guide - Opioid</li> </ul>
5. Coordinate care in the medical home	5.1 Establish clear roles and responsibilities and a shared mental model for opioid processes amongst your medical home team	Team Assessment	<ul style="list-style-type: none"> <li>Role and Responsibilities - Opioids</li> <li>Team Assessment - Opioids</li> </ul>
6. Coordinate care in the health neighbourhood	6.1 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	<ul style="list-style-type: none"> <li>Who Can Help Framework</li> </ul>

