Opioid Process Improvement: Getting Started Guide

Opioid meeting #1 (45 minutes):

Why opioids?
- ☐ (Optional) Watch video and discuss
  - o Government of Canada: www.youtube.com/watch?v=XtuglzVesWQ
  - o Petra's story: https://youtu.be/aoNfUrShRHQ?si=cw3N8gRqypfO1adL
- ☐ Review 'Opioid Stats and Guiding Principles' document. Any surprises?
- ☐ Discuss linkage to PMH & continuity

Quality improvement approach
- ☐ Confirm improvement team members and discuss meeting schedule/norms/roles/etc.
- ☐ Consider inviting a patient to be an advisor on the QI team
  - o *If yes, review 'Patient Representative Guide - Opioid'*
- ☐ Consider completing the 'Team Assessment - Opioid'
- ☐ Review panel readiness
  - o *Consider using the 'STEP checklist' as a guide*
- ☐ How do the physicians write opioid triplicate prescriptions? Are they documented in the EMR? Where? Does every physician do this?
- ☐ Are opioid contracts or other opioid tools used? Are they searchable in the EMR?

For the next meeting
- ☐ Using the EMR, identify which patients on the panel are taking opioids and bring the list.

Opioid meeting #2 (45 minutes):

Patients taking opioids
- ☐ Was the team able to pull the patient list?
  - o If not, what were the issues? Should panel readiness be the starting point?
  - o If yes, does the list look accurate? Why might some patients be missing?

Select initial area for process improvement
- ☐ If panel readiness needs attention, use STEP Tools to guide
- ☐ If ready to identify an opioid patient population to start with: continue to 'Improvement Planning'

Improvement Planning
- ☐ Decide which opioid patient population to start process improvements for:
  - o Initiating opioids
  - o Managing including OUD
  - o Tapering
  - o Other
- ☐ Set an aim
  - o What are we improving? By how much? By when?
- ☐ Map current state process for the chosen patient population
- ☐ Identify areas to test potentially better practices (See 'Rationale and Evidence – Opioid' document)

As the team progresses, use the 'Rationale and Evidence - Opioid' document to discuss potentially better practices that the team may want to test and implement.