



**DENVER HEALTH
CENTER FOR ADDICTION MEDICINE**

2021

Annual Report

Letter from Directors

In 2021, the Center for Addiction Medicine (CAM) continued addressing the epidemic of substance misuse and overdose in unique ways in the context of the national COVID-19 Pandemic. Our Outpatient Behavioral Health Services (OBHS) continued to provide additional take-out doses of medications for opioid use disorder in 2021, maintaining care for our clients while decreasing in-person census by up to 76% on our busiest days to reduce COVID-19 risk. In addition, we offered COVID-19 vaccination clinics co-located within our substance use treatment clinics. We tracked the outcomes of vaccination uptake and overdose rates among our patient population and found being engaged in OBHS substance treatment is protective against opioid overdose.

Although we faced many challenges due to COVID, we experienced several successes that we are immensely grateful for and proud to share. Through our CAM hub-and-spoke model of care, a total of 1,477 new individuals were served across our system with a total of 22,638 substance-related visits in 2021.

Brooke Bender, our Public Health Planner since 2019, was appointed as the CAM Administrative Director this year to work hand-in-hand with CAM's Medical Director, Judy Shlay. Together, and with many motivated Denver Health staff, we continue to offer a broad range of addiction services, research and evaluation, education and promotional efforts across the Denver Health system and the community.

CAM's Community Voice Workgroup expanded to hosting monthly Community Advisory Meetings. Through these efforts that started in September, CAM was able to gather key input from folks with lived experience related to substance use disorder (SUD) through 35 contacts, representing 14 unique individuals (more details on pages 1 and 2).

With grant support and partnership from Denver Health's electronic health record (EHR) development team, CAM was able to establish new tools within the EHR to better track and document patients' engagement across our system and treatment outcomes (more details on page 2).

In November, CAM was awarded a generous private philanthropic donation to support the establishment of a CAM Academy. The CAM Academy's goal is to provide education and consultation to health professionals and the community on how to implement comprehensive and coordinated trauma-informed treatment of substance use disorders. The CAM Academy aims to support Denver Health, Colorado, and the surrounding region in this important work. More to come on the CAM Academy in 2022!

CAM COMMUNITY VOICE OVERVIEW

The CAM Community Voice Workgroup is charged with ensuring that the work of the CAM starts and ends with the community. This is accomplished by engaging the communities that we serve, with the goal of integrating their expertise into the planning, implementation, and evaluation of CAM initiatives.

Beginning in September 2021, the Community Voice Workgroup has hosted monthly Community Advisory Meetings to engage Denver Health patients and other community members who have lived experience related to SUD and accessing SUD treatment. These engagement efforts are funded by a generous grant from the Denver Health Foundation.

CAM Community Advisory Meeting Process

Engage CAM Workgroups and other CAM stakeholders to identify pertinent and timely discussion topics for upcoming Community Advisory Meetings

Host monthly Community Advisory Meeting

Participants are compensated \$60 for their time and expertise. Lunch and bus tickets are also provided

Summarize and share participant input with relevant decision-makers within the Denver Health system

Follow-up with Community Advisory Meeting participants. to let them know their input is being incorporated

What We Heard & How We're Responding

There need to be more people with lived experience employed in positions across the recovery landscape.

"I can't talk to someone who has no idea what I'm talking about or what it's like to sleep outside. That person does not know how I feel. If I can talk to someone who is similar and has gone through the issues that I have...that person is more likely to help [me]."

How we're responding:
We are engaged in ongoing advocacy to support hiring and career pathways for individuals with lived experience throughout Denver Health.

From the patient perspective, successful treatment outcomes include factors beyond sustained sobriety.

"Stability in life. Stable work. Housing stability. Stable friendships and relationships."
"Finding peace with yourself."

How we're responding:
We are sharing these perspectives with stakeholders across the continuum of care, to increase awareness and orientation toward treatment outcomes that are most meaningful to our patients.

Letter from Directors (continued)

In closing, we want to thank all our community partners for their collaboration and support for our community members with substance misuse over this challenging year. We know that CAM cannot do this essential work alone. Wishing everyone a healthy and peaceful 2022.

Judith C. Shlay, MD, MSPH

Associate Director
Public Health Institute
at Denver Health
Medical Director

Center for Addiction Medicine

Brooke Bender, MPH

Administrative Director

Center for Addiction Medicine

ENHANCED TRACKING OF SUBSTANCE USE DISORDER DATA OVERVIEW

With support from the Data Analytics to Support the Alignment of High-Risk Adult Programs and Services (DASHR) grant, CAM implemented three important electronic health record (EHR) features to improve clinical workflows and decision making in the delivery of care for people with SUD. These features include a streamlined electronic referral process for patients who meet with the hospital's Treatment on Demand (TOD) team, typically in the emergency department (ED) and inpatient settings. The new referral process helps the TOD team better facilitate transitions of care for patients who are interested in receiving outpatient care once discharged from the ED or hospital.

The second feature is a new episode of care platform that summarizes information about all patients receiving outpatient SUD treatment. This includes a dashboard for staff to manage their patient caseloads and quickly access relevant medical records and metrics in one place. The platform also helps staff meet required workflow and reporting requirements by triggering automated notifications and reminders of tasks.

The third feature is an Opioid Use Disorder (OUD) registry and its accompanying dashboard and reporting tools. The registry is currently used by provider prescribers, and the CAM is exploring additional enhancements that will increase utilization among different clinical staff. Overall, these three features have improved staff day-to-day workflows as well as Denver Health's ability to denominate patients with SUD and monitor and evaluate patient outcomes across a continua of SUD care – all within the EHR.

What We Heard & How We're Responding (continued)

When considering residential treatment, people need more information about what they can expect while they are there.

"You don't know what's there or what will be expected from you. It's scary."

How we're responding:
Through Denver Health's new partnership with Sobriety House, a clinician from Sobriety House will be stationed at Denver Health to support interested patients in transitioning to residential treatment. This individual will provide patients with information about Sobriety House's participant policies, costs, and the ways in which Sobriety House supports its clients.

Life circumstances, treatment outcomes, and service offerings each play an important role in retaining patients in treatment.

"The number one thing - period - is having people around you that are supportive of your recovery."

How we're responding:
We are actively seeking funding to support integration of suggested non-clinical peer supports to foster social connectedness and better support retention in treatment.

CAM Community Voice Quality Measures, Through December 2021

- 35 contacts, representing 14 unique individuals
- Our participants represent diverse personal backgrounds and substance use journeys
- 93% of participants "strongly agree" or "agree" that their expertise is valued within the planning, implementation, and evaluation of CAM initiatives
- 93% of participants "strongly agree" or "agree" that CAM initiatives reflect their experiences and needs
- "[CAM Advisory Meetings are] very open and friendly...[I] enjoy coming every month"
- "I look forward to giving input as I attend more meetings"

ACHIEVEMENTS

Education & Promotional Efforts



36 Media stories
related to CAM
created community
awareness, reached
124 million people



1600+ Community members
reached
through online
CAM Overdose
Awareness efforts



8 Professional Learners
(Residents/Fellows):
1 CDC Fellow, 1
Medical Resident, 6
Physician Assistant
Psychiatry Fellows

Research & Evaluation

Awards:

2021 **1** National Reproductive
Health Conference-
Poster Presentation:
3rd Place Winner,
Deborah Rinehart

Projects:

2021 **24** Active Projects



Grants:

2021 **\$8.8M**

Conferences:

2021 **5** conferences, with
10 total abstracts
presented.



Publications:

2021 **12** Published reports
and manuscripts



Evaluation Model:

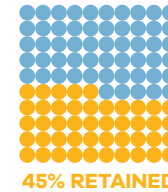
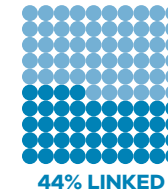
2021 Established 2019-2020
version of Continuum
of Care for opioid use
disorder.



INNOVATIVE PROGRAMS

Treatment on Demand:

485
UNIQUE PATIENTS



In 2021, Treatment on Demand provided services for patients with Alcohol Use Disorder, Stimulant Use Disorder, and those who experienced an overdose, in addition to patients with Opioid Use Disorder.

Substance Agnostic: 485 unique patients, 509 episodes, **44% linked*** (225 linked), **45% 90-day retention†** (101 retained)

Opioid Use Disorder: 404 unique patients, 426 episodes, **93% induced *** (398 induced) **46% linked** (196 linked), **47% 90-day retention†** (93 retained)

Stimulant Use Disorder: 17 unique patients, 17 episodes, **35% linked*** (6 linked), **17% 90-day retention†** (1 retained)

Alcohol Use Disorder: 47 unique patients, 48 episodes, **42% linked*** (20 linked), **30% 90-day retention†** (6 retained)

Overdose: 18 unique patients, 18 episodes, **17% linked*** (3 linked), **33% 90-day retention†** (1 retained)

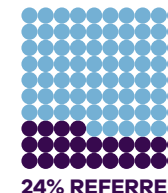
* % **linked** is calculated by the number linked ever over the number of episodes

† % **90-day retention** is calculated by the number of retained for 90 days over the number that linked ever; for OUD, retention is calculated as 90 days without any 30 day breaks in dosing; for other substances, retention is calculated as 90 days without any 30 day breaks in visits

* % **induced** is calculated by the number of episodes with induction over the number of episodes (and only for OUD)

Community Line:

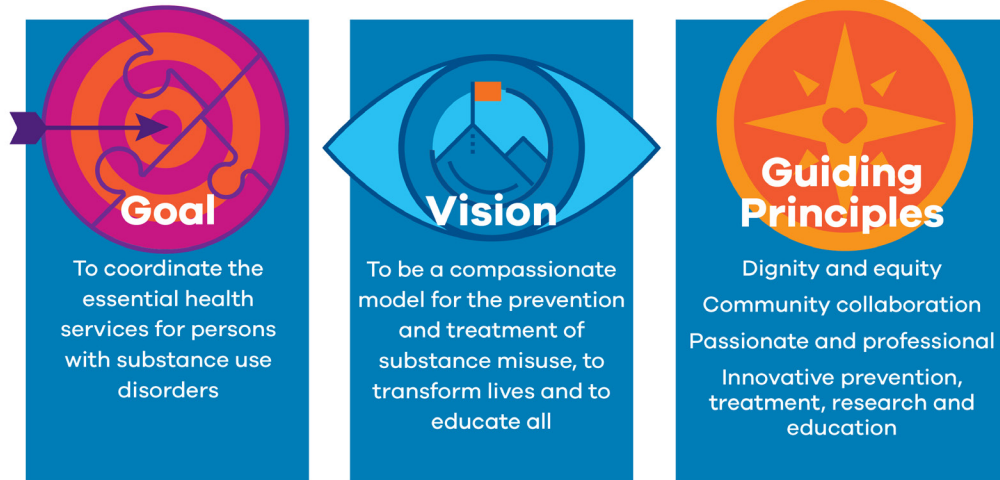
355
VOICEMAILS



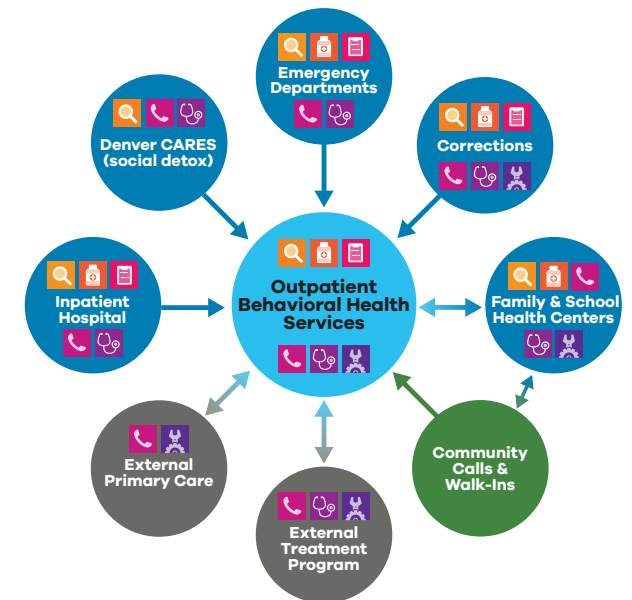
This program offers people in the community substance use screening, referrals, and information related to accessible opioid and non-opioid treatment options.

100% received call back , 30% received opioid information, 26% had referrals, 68% linked to care

CAM OVERVIEW



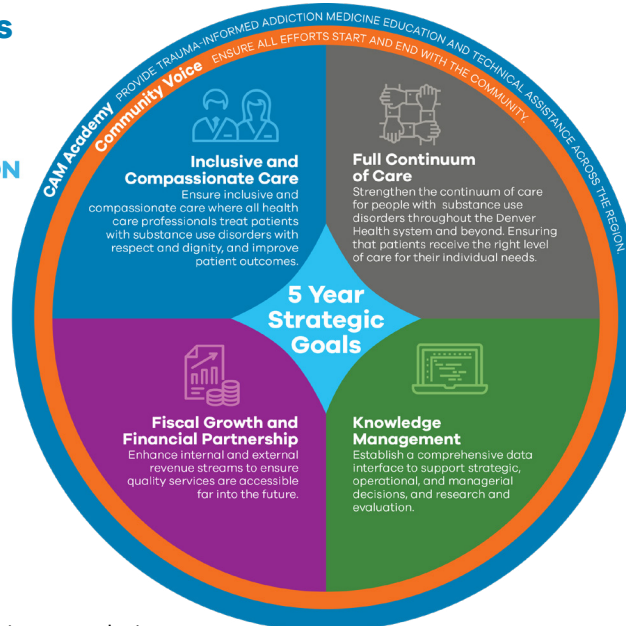
Center for Addiction Medicine Hub & Spoke Model



5 Year Strategic Goals



5 Year Strategic Goals



WHAT IS NEXT FOR CAM

Implement new treatment programs:

- ASAM 3.7 Withdrawal Management and Intensive Outpatient Program (IOP), both for adolescents
- Assertive Community Treatment (ACT) program adapted to address substance misuse

Continued efforts:

- Provide education and technical assistance to Denver Health staff, other health systems, and community organizations on trauma- and addiction-informed care
- Establish a Continuum of Care Evaluation Model for Alcohol Use Disorder to help better understand the true incidence, impact of interventions, and opportunities for improved identification, linkage, and retention in services

For more information please visit our website

www.DenverHealth.org/CAM or email us at: CAM@dhha.org