Improving the Quality and Delivery of Substance Use Disorder Resource List
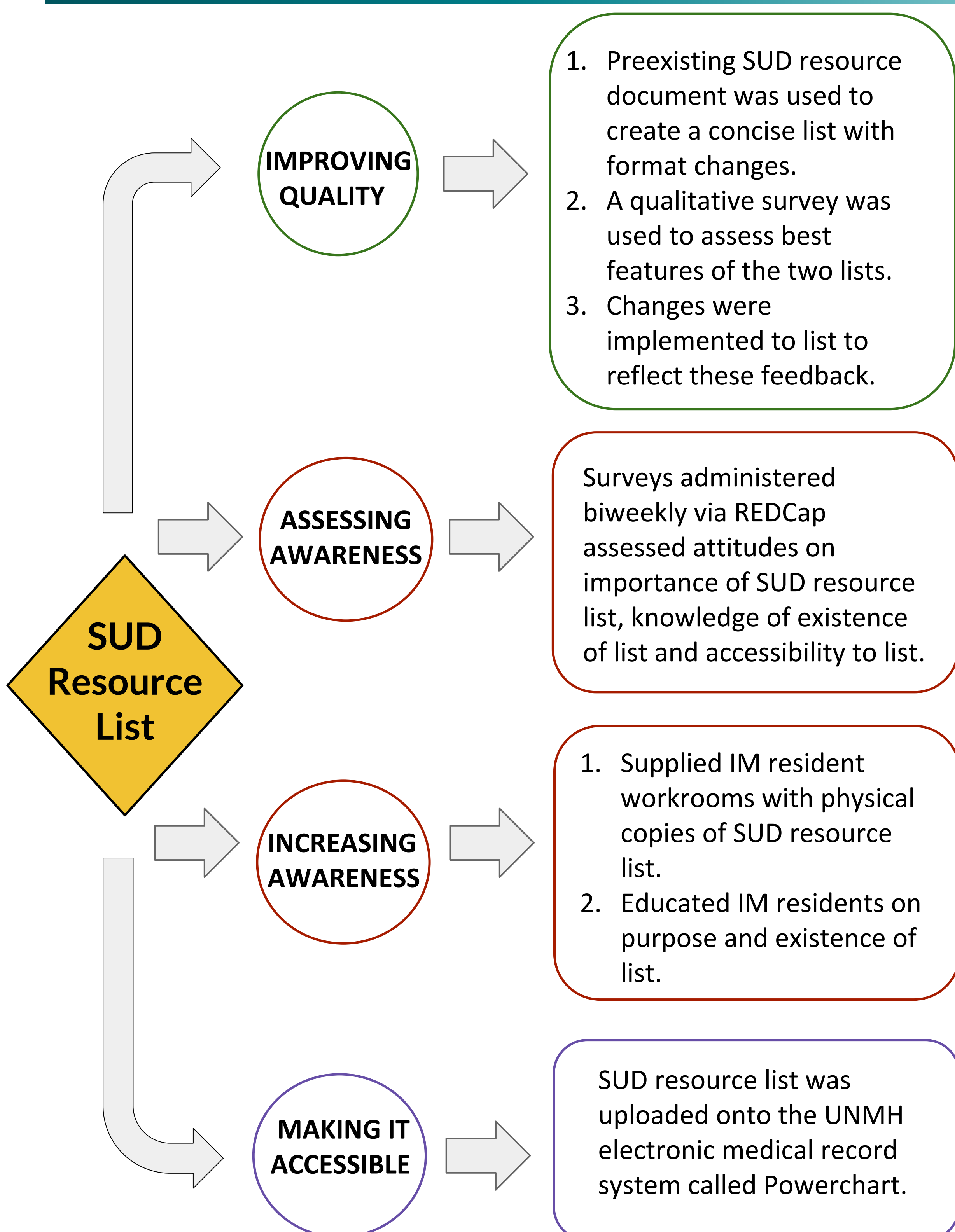
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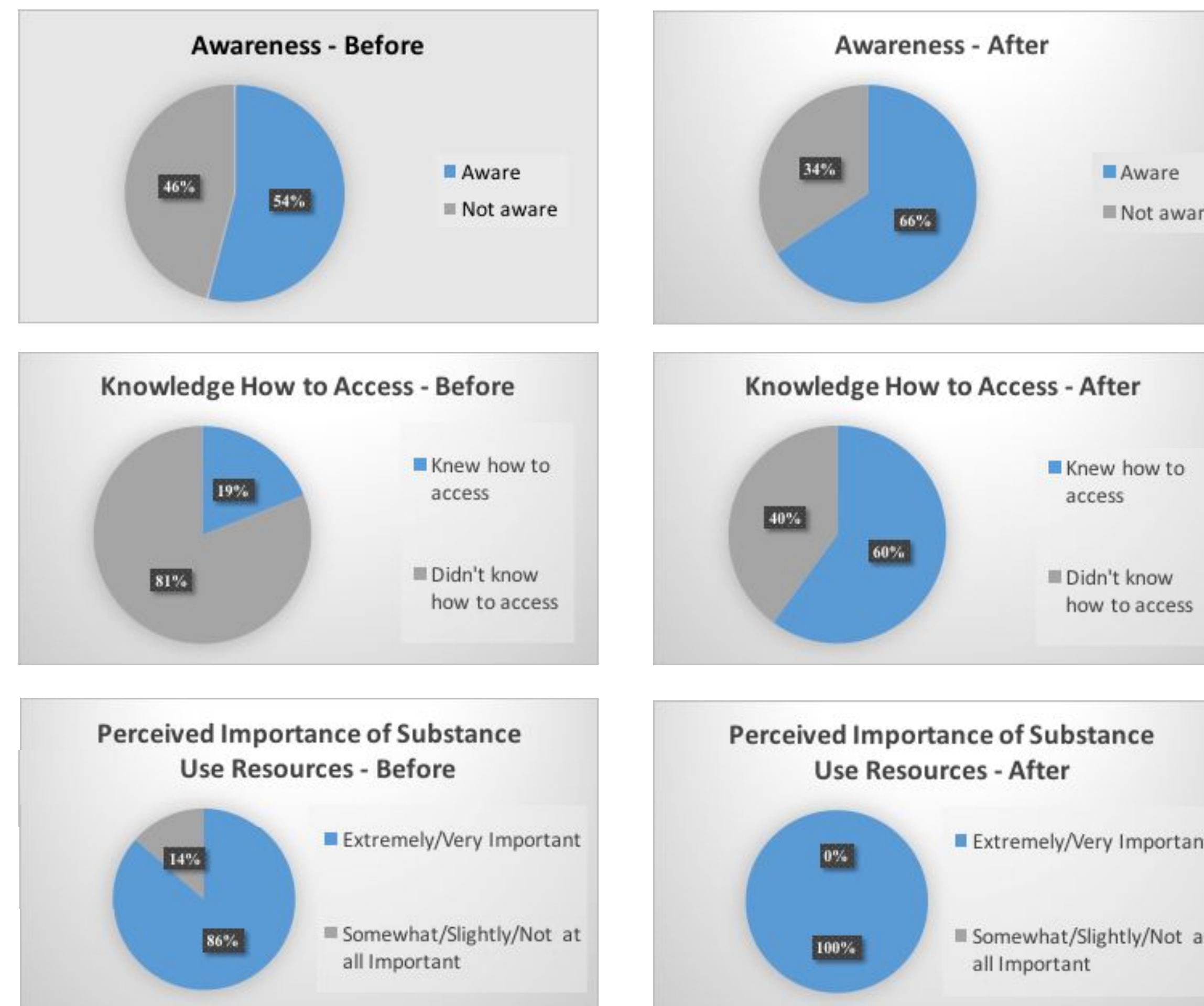
Background

New Mexico's death rates from substance use disorders (SUD) have consistently ranked above the national average[1]. The state of New Mexico has numerous organizations that help individuals living with SUD. University of New Mexico Hospital (UNMH) social workers had previously compiled a list of these resources; however, it was neither updated nor used often[2].

In this quality improvement project, we aim to improve the quality, awareness, and distribution of this list in UNMH internal medicine (IM) inpatient units.

Methods

SUD Resource List

IMPROVING QUALITY
1. Preexisting SUD resource document was used to create a concise list with format changes.
2. A qualitative survey was used to assess best features of the two lists.
3. Changes were implemented to list to reflect these feedback.

ASSESSING AWARENESS
Surveys administered biweekly via REDCap assessed attitudes on importance of SUD resource list, knowledge of existence of list and accessibility to list.

INCREASING AWARENESS
1. Supplied IM resident workrooms with physical copies of SUD resource list.
2. Educated IM residents on purpose and existence of list.

MAKING IT ACCESSIBLE
SUD resource list was uploaded onto the UNMH electronic medical record system called Powerchart.

Results

Awareness - Before: Aware 54%, Not aware 46%
Awareness - After: Aware 66%, Not aware 34%

Knowledge How to Access - Before: Knew how to access 19%, Didn't know how to access 81%
Knowledge How to Access - After: Knew how to access 60%, Didn't know how to access 40%

Perceived Importance of Substance Use Resources - Before: Extremely/Very Important 86%, Somewhat/Slightly/Not at all Important 14%
Perceived Importance of Substance Use Resources - After: Extremely/Very Important 100%, Somewhat/Slightly/Not at all Important 0%

	Awareness	Accessibility	Perceived Importance of SUD Resources
Period of Surveying for Before Data	4/11/19-4/23/19	4/11/19-4/23/19	4/11/19-4/23/19
Period of Surveying for After Data	5/13/19-10/17/19	5/13/19-10/17/19	5/13/19-10/17/19
N value for Before	37	37	37
N value for After	37	37	37

Conclusion

We improved the quality and organization of the SUD resource list following feedback from social workers, students, and individuals with SUD. After two months of IM attending and resident physician education, our quality improvement project increased the awareness and knowledge of how to access the updated list within the department. These successes demonstrate that a simple delivery method for resource lists can be implemented in a short period of time.

Next steps:
- Continue to spread awareness through biweekly education sessions with IM and additional UNMH departments
- Perform retrospective chart reviews to determine frequency of list use and list accessibility
- Design a method to determine if patients visit these resources

Limitations:
- Maintenance of resource list updating and continued education
- Feedback from patients for resource list satisfaction

Take Home Points

- Electronic substance use resource list now available on the UNMH EMR system in English and Spanish
- List can be added to a patient's discharge paperwork by any member of their care team
- Social workers at UNMH will update the list biannually
- Project increased awareness of the substance use resource list and knowledge of how to access the list
- Plan to expand education sessions to different departments and target wider variety of providers

Acknowledgments

References

1. National Institute on Drug Abuse. (2019, March 30). New Mexico Opioid Summary. Retrieved May 26, 2019, from https://www.drugabuse.gov/opioid-summaries-by-state/new-mexico-opioid-summary
2. J. Cooksey, MSW, personal communication, January 28, 2019.