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

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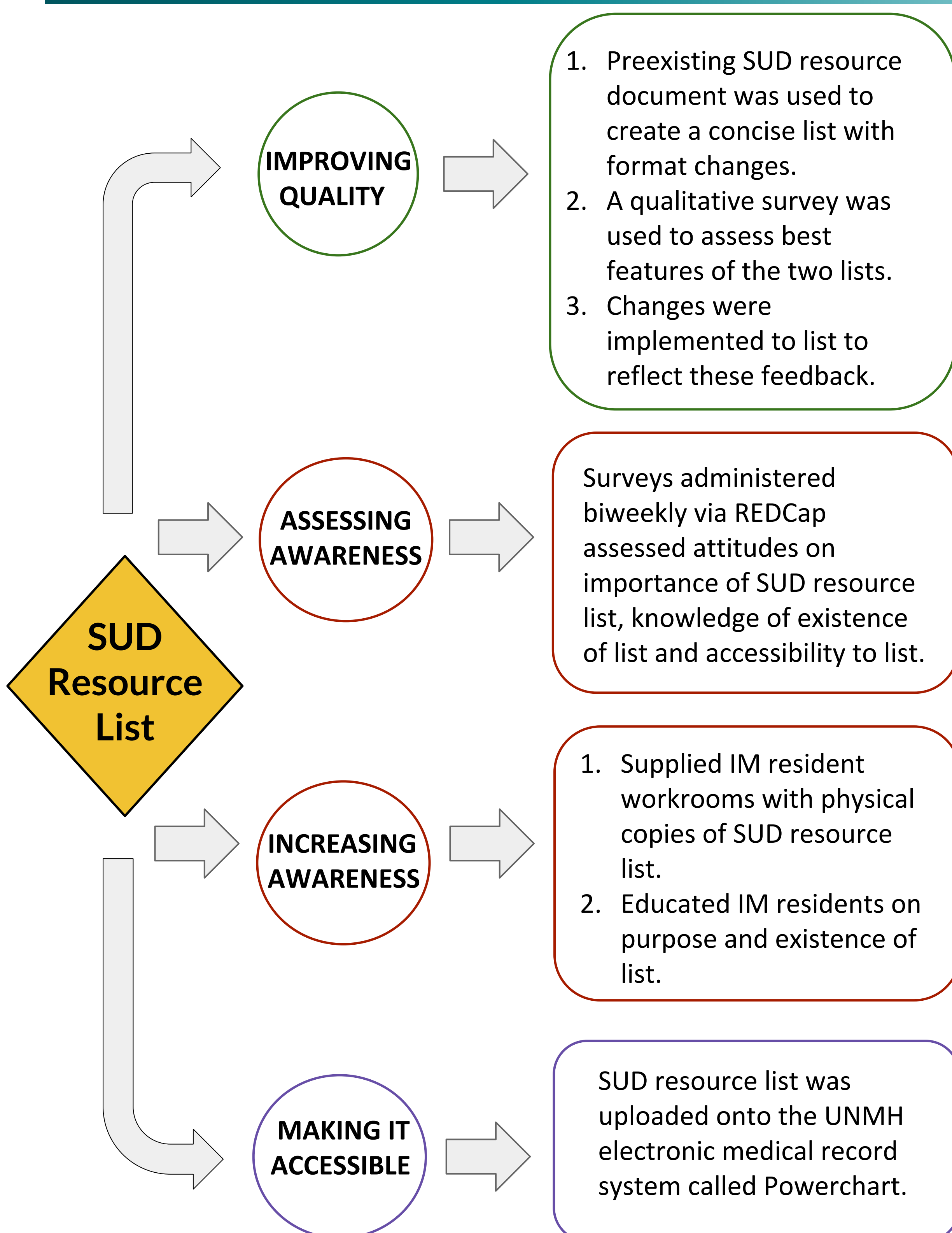
Tenzin Desel, Monica Goodman, Susie Pham, Andrew Sanchez, Madeline Starkweather, Jennifer Thompson, Eva Angeli, MD, Leonard Noronha, MD, Reed Otten, MD, and Mary Lacy, MD

## Background

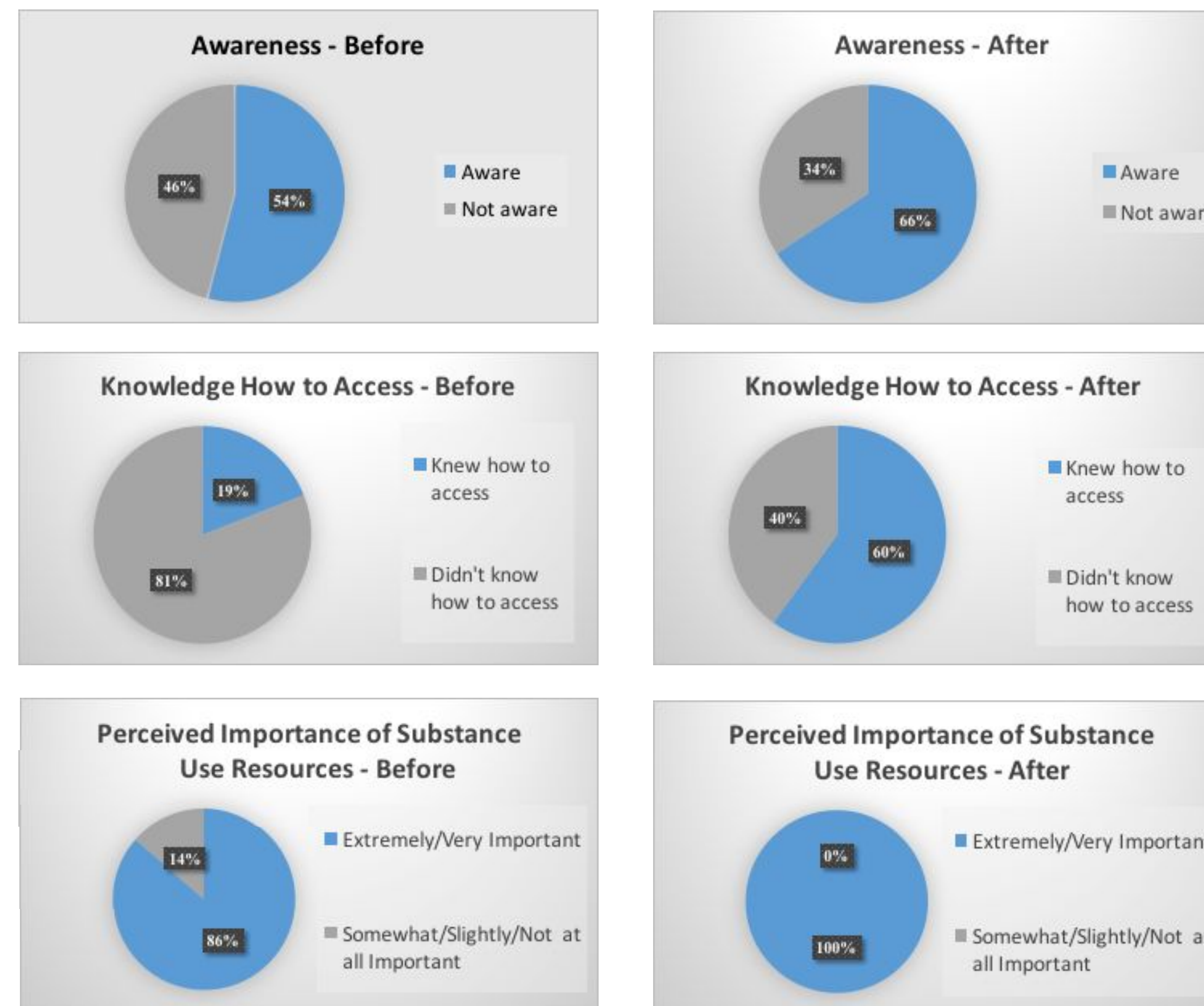
New Mexico's death rates from substance use disorders (SUD) have consistently ranked above the national average<sup>1</sup>. The state of New Mexico has numerous organizations that help individuals living with SUD. University of New Mexico Hospital (UNMH) social workers had previously compiled a list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

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



## Results



	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

SERVICE	PAGE	CONTACT INFORMATION
SUBSTANCE USE COUNSELING	2-3	<b>Substance Use Counseling</b> A New Awakening 600 1 <sup>st</sup> St NW, Suite 200 Albuquerque, NM 87102 www.anewawakening.com Services: • Holistic approach using Ayurvedic practices, massage, yoga, Tai Chi, acupuncture, etc. • Individual, group, and family counseling Payment: • Accepts Medicaid and other insurances • Takes AMCI and ATR vouchers 505-224-9124
DETOX SERVICES	2	<b>Albuquerque Behavioral Health LLC</b> 8200 Mountain Rd NE, Suite 106 Albuquerque, NM 87110 www.albuquerquebehavioralhealth.com Monday-Friday from 9am-5pm Services: • Individual counseling, family counseling, and psychoeducational groups Payment: • Accepts Medicaid and other insurances. • Sliding scale payment possible 505-830-6500
HELP LINES	2	
INPATIENT MEDICAL TREATMENT: ALBUQUERQUE AREA	5	
INPATIENT TREATMENT: OUTSIDE OF ALBUQUERQUE	6-7	
INTENSIVE OUTPATIENT TREATMENT	7-8	
LONG TERM SOBER HOUSING	8	
MEDICATION ASSISTED TREATMENT FOR SUBSTANCE USE	9-10	
NEEDLE EXCHANGE SERVICES	11-12	<b>Alviar Counseling Services</b> 1613 Central Ave NW Albuquerque, NM 87104 505-247-6622 Services: • Individual, couples, and family counseling • Groups in anger management, domestic violence, women's issues, and parenting Payment: • Sliding scale payment system based on income
SUPPORT GROUPS (12 STEP PROGRAMS)	12	
SUPPORT GROUPS (NON 12 STEP PROGRAMS)	12	
		<b>Common Sense Counseling</b> 431 San Mateo Blvd NE Albuquerque, NM 87108 www.csaba.com/index.html Services: • Individual, couples, and group counseling Payment: • Sliding scale payment system based on income 505-803-2467
		<b>Engender Wellness</b> 2632 Pennsylvania St NE, Suite E Albuquerque, NM 87110 engenderwellness@engenderwellness.com 505-242-4400

## 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

We gratefully acknowledge Dr. Sergio Huerta for organizing the Quality Improvement Practicum, where this project was first conceived, and Jennifer Cooksey, MSW, for creating the original SUD resource list.

## 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.