



2019

DENVER HEALTH CENTER FOR ADDICTION MEDICINE

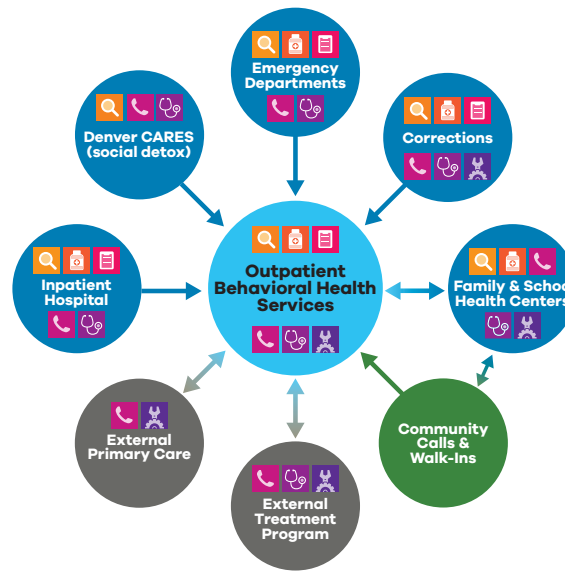
Annual Report

Letter from Directors

In 2019, Denver Health furthered the development of the Center for Addiction Medicine (CAM) as a strategic growth initiative. **The CAM's staff established a robust structure to coordinate a broad range of addiction services, research and evaluation, education and promotional efforts across the Denver Health system and the community.** The CAM's dedicated stakeholders took part in a multi-day strategic planning event providing the center with a clear vision for our future. The center welcomed its first staff member, Brooke Bender, MPH. She quickly became a champion of the CAM's four strategic goals – listed at right – working closely with stakeholders and Denver Health personnel. The CAM's enthusiasm for the provision of compassionate care has seen the cooperation of Denver Health's Human Resources Department and Denver Health Medical Plan, ensuring the “no wrong door” approach is made available to employees and their family members. We effectively modernized 42 CFR Part 2 (confidentiality requirements for substance use disorder patient records) in the electronic health records system, allowing access to substance treatment service notes for clinical purposes across the Denver Health system. Through publications, national and local presentations, and internal education, the CAM continued to address the burden of substance misuse in Denver. Along with the CAM's broad range of addiction programs, medical resources, administrative support departments, external partners, and compassionate healthcare providers, the center worked to form a comprehensive hub and spoke treatment model across the Denver Health system. **The CAM is filling gaps in treatment and treating substance misuse like any other chronic medical condition.**

Lisa J. Gawenus, MNM, CAC III, FACHE
Director Outpatient Behavioral Health Services,
Co-Director Center for Addiction Medicine

Judith C. Shlay, MD, MSPH
Associate Director Denver Public Health
Co-Director Center for Addiction Medicine



Center for Addiction Medicine Hub & Spoke Model

- Identification/Diagnosis
- Opioid Induction
- Outpatient Behavioral Health Services Intake
- Referral
- Treatment
- Opioid Maintenance

STRUCTURE OF CAM

Overarching Goal:
Coordinate the essential health services for persons with **substance use disorders.**

Vision:
To be a compassionate model for the prevention and treatment of substance misuse, to transform lives and to educate all.

Guiding Principles:
The Center for Addiction Medicine is committed to:

- Dignity and equity
- Community collaboration
- Passionate professionals
- Innovative prevention, treatment, research, and education

CAM 5 YEAR STRATEGIC GOALS

Goal 1: **INCLUSIVE AND COMPASSIONATE CARE**
Ensure **inclusive and compassionate care** where all health care professionals treat patients with substance use disorders with respect and dignity, and improve patient outcomes.

Goal 2: **FISCAL GROWTH AND FINANCIAL PARTNERSHIP**
Enhance **internal and external revenue streams** to ensure quality services are accessible far into the future.

Goal 3: **KNOWLEDGE MANAGEMENT**
Enhance information systems to **systematically improve processes, generate new knowledge and drive organizational outcomes.**

Goal 4: **FULL CONTINUUM OF CARE**
Strengthen the continuum of care for people with substance use disorders throughout the Denver Health system and beyond. Ensure that **patients receive the right level of care** for their individual needs.

IMPLEMENTED GOVERNANCE & WORKGROUPS

Based on the four strategic goals, we've implemented a governance structure and workgroups to ensure the CAM is successful. Leaders and members have worked to create charters and metrics to measure success for each workgroup.



COORDINATED ADDICTION SERVICES

Highlights of Innovative Linkage Programs:

Treatment on Demand:

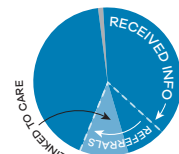
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PATIENTS



inducted on Medication-Assisted Treatment (MAT) in the hospital/emergency department and completed biopsychosocial assessment with therapists to help link patients to ongoing care, of which **67% linked to care** and **54% were retained** in care for 60 days.

Community Line:

514
VOICEMAILS

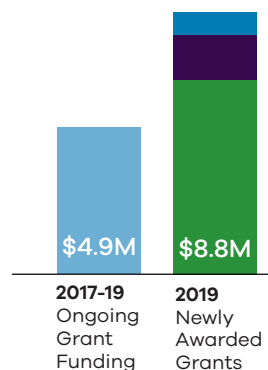


left by community members **99% received a call-back** from a behavioral health educator, of which **38% received information** on opioids and **19% had referrals** made for opioid treatment, of those referred **55% linked to care** (at FQHC, ED or OBHS).

RESEARCH & EVALUATION

Grants:

Ongoing Grant Funding 2017-2019: Operational (6 grants)	\$4.9M
Newly Awarded Grants in 2019:	\$8.8M
Research (5 grants)	\$6.5M
Telehealth treatment (2 grants)	\$1.5M
Operational (1 grant)	\$750,000



CAM was presented at:

7 National Professional Conferences

Academy of Consultation-Liaison Psychiatry
American Association for the Treatment of Opioid Dependence
American Correctional Association
American Society of Addiction Medicine
Missouri Institute of Mental Health Annual Addiction Science
National Commission Correctional Health Care
National Institute on Drug Abuse

4 Local Professional Conferences/ Meetings

Colorado Health Care Association
Opioid & Other Substance Use Disorders Study Committee at the Colorado Legislature
University of Colorado School of Medicine - Department of Psychiatry
University of Denver's Behavioral Health Summit

6 Denver Health Leadership Meetings

Clinical Operations Leadership Team
Denver Health Board of Directors
Executive Staff
Grand Round
Lean Excellence Exchange
Organizational Leadership

67 Substance-Related Active Projects (related to research, operations/evaluation, and training)

▶ 2019 CAM Projects

17 Substance-Related Publications

▶ 2019 CAM Publications

Established a novel evaluation model to measure the Opioid Continuum of Care and finalized 2 baseline reports (focusing on newly identified individuals and all opioid patients in care).

▶ CAM Baseline Reports

Education & Promotional Efforts



70+ hours of substance-related education/training conducted for **1000+ participants** (medical students, residents, fellows, providers, nurses, community partners, etc.)

▶ 2019 CAM Teaching Activities



100+ community members came together to acknowledge those we've lost for **Overdose Awareness Day 2019**.



2 webpages developed for professionals: www.denverhealth.org/cam & patients: www.denver-health.org/addiction



50 Media stories of CAM (69% local, 31% national) which potentially reached **20 million people**

What people are saying about CAM:

"Everything was great. They didn't make me feel like trash like some places do for being an addict."

– CAM Patient

"We're going to treat addiction like every other disease. That's the fundamental concept of the Center for Addiction Medicine: no wrong door."

– Dr. Josh Blum, Ambulatory Care Services

WHAT IS NEXT FOR CAM

- Build out a philanthropy campaign with the Denver Health Foundation.
- Focus on enhancing retention once patients are linked to care.
- Expand the hub and spoke model to meet the needs of patients with alcohol and amphetamine use disorders.