



Reaching the 95% (R95) Capacity Building Efforts FY 24-25

Provider Meeting – Afternoon Session
July 2, 2024

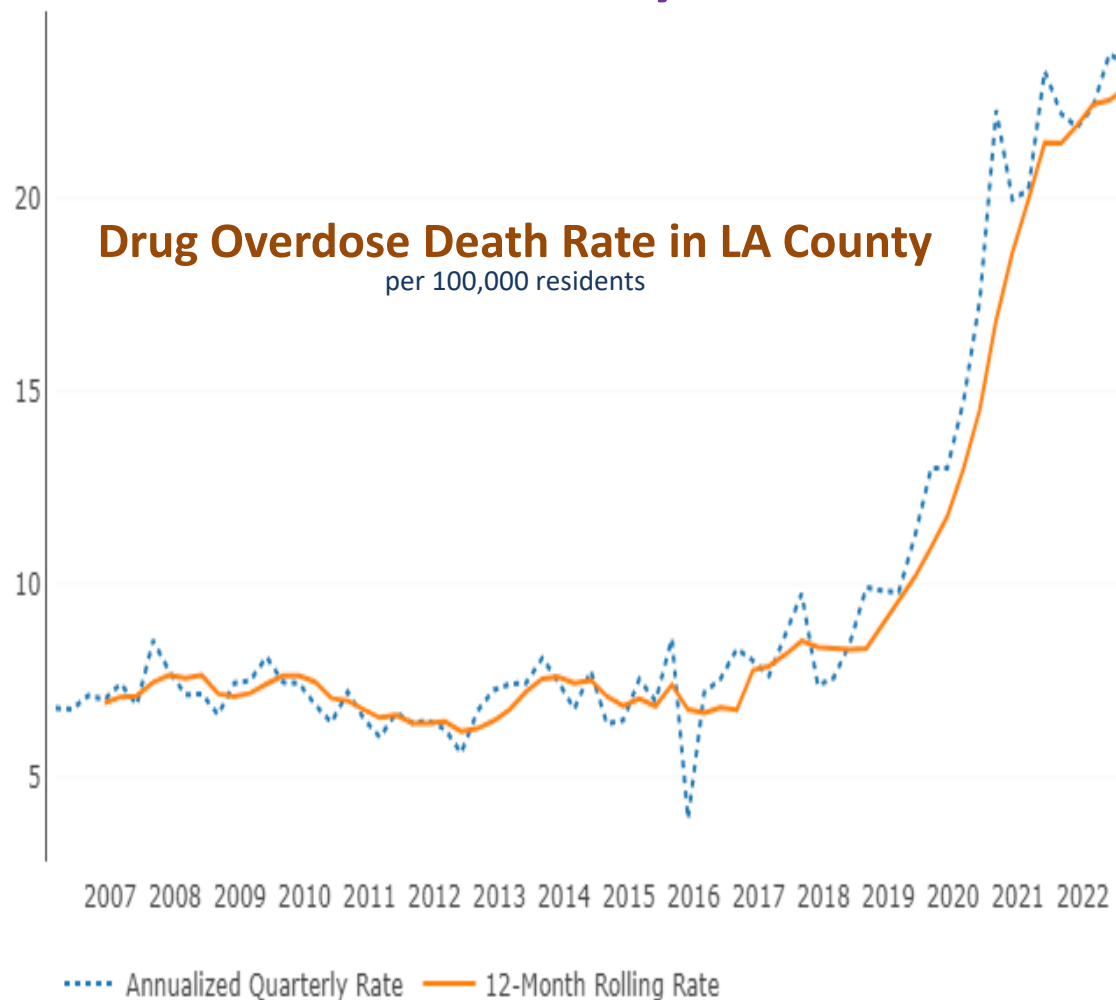


***“The opposite of addiction is NOT sobriety;
the opposite of addiction is connection”***

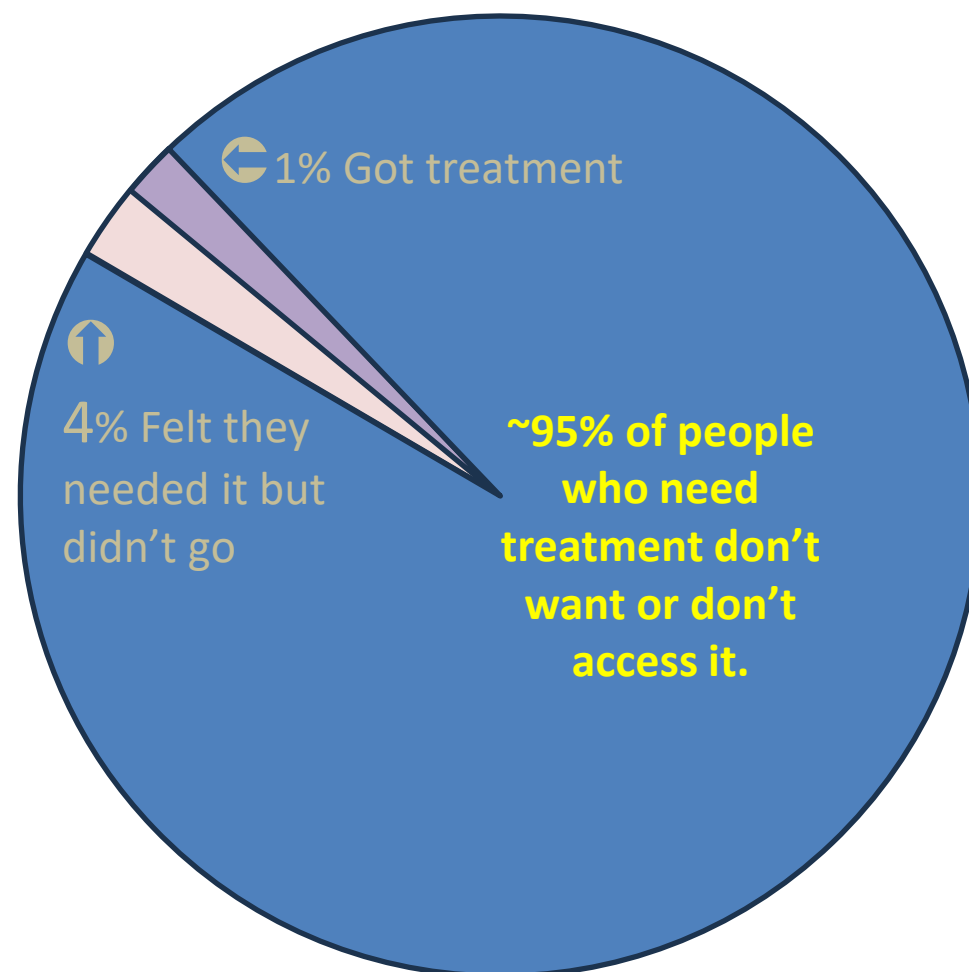
Johann Hari, British-Swiss Writer & Journalist



We are in the worst overdose crisis in national and local history.

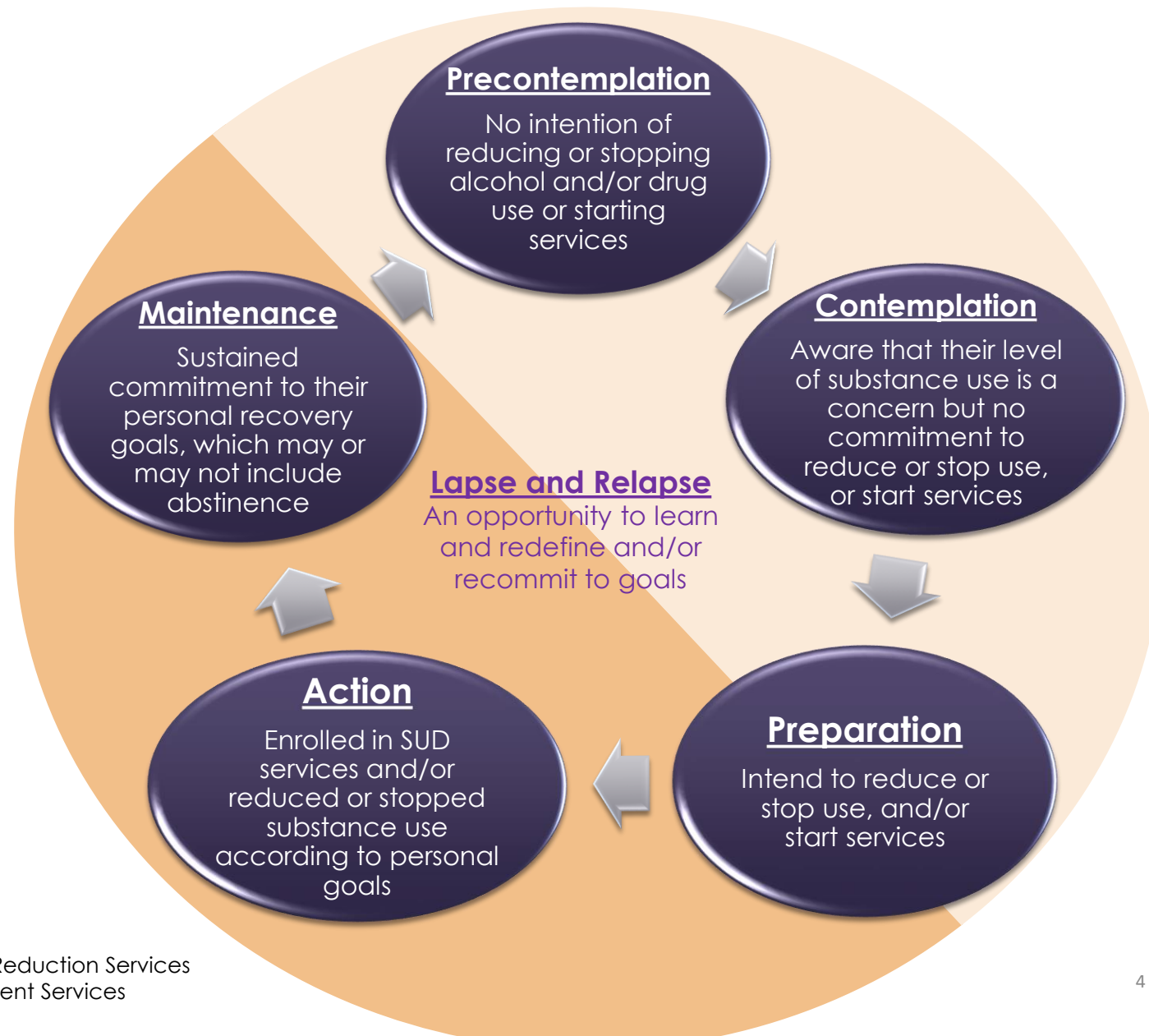


About 95% of people who need treatment don't want or don't get it



Reaching the 95% (R95) Initiative

We need to take a different approach to address substance use disorders (SUD) and better connect with those that need treatment services but may not be ready for 100% abstinence at admission.





Part 1 – Year One Reflections Panel and Discussion



YEAR ONE R95 CAPACITY BUILDING PACKAGE

- New referral partnerships – expand ways to get more people to come for services
- New field-based services sites – go to locations where people may prefer to get care
- **Lowering the bar for admissions – steps to encourage patients to come**
- **Raising the bar for discharges – steps to discourage patients from leaving**
- Leveraging the engagement policy – emphasizes on engagement prior to diagnosis
- **Evaluating service design – patient, not program centered services**
- **Customer walk-throughs – see your admission process as a patient**
- **Bi-directional referrals – work with harm reduction providers**



R95 Harm Reduction – Available to Non-Year 1 Participants

- **Verified Admissions for Referrals from Harm Reduction Providers**
 - Make or leverage connections with SAPC harm reduction providers to offer treatment services for those with or without abstinence goals.
 - Verify that some of these patient referrals were enrolled in treatment via claims data.



R95 Admission Policy – Available to Non-Year 1 Participants

- Abstinence is not a condition or prerequisite for admission
- Admission does not require toxicology (drug/UA) test results (whether + or -)
- Same day admission service is offered whenever possible
- Lapse and relapse are part of SUDs and we work with patients who want care
- Language Assistance services are provided for patients who needs them to participate
- Patients with mental health conditions and psychiatric medications are served
- Prescriptions for addiction medications are allowed/encouraged
- Medi-Cal does not need to be active or assigned to LA County at admission
- Service environment matters, make it feel inviting

R95 Discharge Policy – Available to Non-Year 1 Participants

- Positive toxicology (drug/UA) test doesn't mean automatic discharge
 - No automatic discharge/transfer hospital/withdrawal management from residential
- Use the care coordination benefit to help prevent patients from losing Medi-Cal during the treatment episode
 - No discharge when health benefits lapse for those that remain eligible
- Ensure a warm-handoff when stepping a patient up or down levels of care
- Provide informational materials at discharge, including naloxone

**Staff Template Presentation Also Available*

R95 Service Design – Available to Non-Year 1 Participants

- **How to better understand/enhance the patient experience with customer walkthroughs**
 - How does it feel to receive services from your program?
 - *How easy was it to get your first appointment?*
 - *What does the environment feel and look like?*
 - *What is it like to receive a treatment service or care coordination?*
 - What enhancements can be made to support R95 patient enrollment?
 - Are there opportunities to explore more efficient workflows to make enrollment more patient friendly?
- **How to develop and implement a plan to sustain modifications from walkthroughs**
 - What barriers to care did you discover that can be modified?
 - How did you do to gather and use consumer feedback?
 - How can process improvement help you to enhance workflows or protocols to access services?

PART 1 – Year One Reflections Panel:

- **Bidirectional Harm Reduction Referrals**

- Brandon Fernandez, CRI-Help

- **Admission and Discharge Policy**

- David Lisonbee, Twin Town Treatment Centers

- **Service Design**

- Seth Blackburn, Roots Through Recovery



PART 1 – Year One Breakout Discussion

- **If you participated in R95 Year 1, what was your experience?**
 - Implementation opportunities and challenges
 - Communicating with leadership and staff
 - Ways to maximize capacity building opportunities
- **If you didn't participate in R95 Year 1, what would help you for R95 Year 2?**
 - Questions for SAPC for year 1 participants
 - Support (e.g., more info, TA, training) to help engage in year 2



Part 2 – Year Two R95 Capacity Building Efforts





R95 FY 24-25 Package – Available to Non-Year 1 Participants

- Harm Reduction Bidirectional Referrals – Verified Claims
- R95 Admission Policy
- R95 Discharge Policy
- R95 Training Presentation
- Service Design – Customer Walkthroughs (any previous non-participating site)
- Service Design - Plan



R95 FY 24-25 Package – Available to All Providers with Prerequisite (if Applicable)

- Harm Reduction Training Protocols and Training Verification
- Harm Reduction Bidirectional Referrals – Verified Admissions
- Admission Agreement (Prerequisite R95 Admission Policy)
- Toxicology Agreement (Prerequisite R95 Admission and Discharge Policy)
- R95 Admission/Discharge Staff Training Verification (Prerequisite R95 Presentation)
- Service Design Follow-Up Implementation (Prerequisite Submitted Plan in FY 23-24)

PART 1 – Year Two Discussion

- **Feedback and Questions on Year 2 Deliverables**
 - Questions on Carryover Options for Agencies who did not Participate in FY 23-24
 - Questions on New Options, and Related Prerequisites, for FY 24-25
- **Ideas for Support and Technical Assistance for Year 2**
 - Topic recommendations for R95 Workgroup Meetings and Pop-ups



For More Information

R95 Webpage: <http://publichealth.lacounty.gov/sapc/public/reaching-the-95.htm?hl>

R95 Capacity Building: <http://publichealth.lacounty.gov/sapc/providers/payment-reform/access-to-care.htm>

LA Times Article: <https://www.latimes.com/california/story/2024-04-23/how-la-county-is-trying-to-change-addiction-treatment>

