Frequently Asked Questions

Collaborative Team-Based Approach

**The Approach**

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| **Question** | What is the EZ ORI? |
| **Answer** | The Edmonton Zone Opioid Response Initiative (EZ ORI) is part of a province-wide initiative called the Primary Health Care Opioid Response Initiative, which is a partnership between Primary Care Networks, Alberta Health Services, Alberta Health, Alberta College of Family Physicians, the Alberta Medical Association, and PEER. The initiative supports increased access to opioid related services and provides training for primary care providers to offer assessment, treatment, and wayfinding to patients and families affected by the opioid crisis. |

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| **Question** | What is the Collaborative-Team Based Approach? |
| **Answer** | With an emphasis on practice change, the Collaborative Team-Based Approach strives to enhance providers’ opioid-related knowledge and competencies by assisting primary care clinics with practice support, knowledge translation, and education.  Opioid Response Coordinators (ORCs) in each PCN work directly with clinics to identify and support provider education and practice change initiatives to increase the number of physicians prescribing, and interprofessional team members supporting, appropriate opioid-related services in the Edmonton Zone. |

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| **Question** | What are the activities included in the Collaborative Team-Based Approach? |
| **Answer** | There are three key activities for clinics that participate in the Collaborative Team-Based Approach:   1. Participation in an introductory workshop 2. Development of a Practice Change Plan, with the support of their Opioid Response Coordinator 3. Implementation of the Practice Change Plan |

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| **Question** | What are the desired outcomes of the Collaborative Team-Based Approach? |
| **Answer** | The primary desired outcome of the Collaborative Team-Based Approach is to increase team competencies (including physician prescribing) and comfort with managing opioid treatment through education and practice change. |

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| **Question** | What is the Opioid Response Coordinator (ORC)’s role? |
| **Answer** | Each PCN has an Opioid Response Coordinator or team. The ORC is an expert in the tools and resources available to increase knowledge related to opioid treatment and support practice change. The ORC/team:   * Delivers/facilitates the Collaborative Team-Based Approach workshop; * Assists clinics in the development of a Practice Change Plan; and * Supports clinics to implement the Practice Change Plan. |

**The Workshop**

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| **Question** | What does the workshop cover? |
| **Answer** | The Collaborative Team-Based Approach workshop provides an introduction to the opioid crisis and potential tools and resources to support the initiation and management of opioid treatment in primary care. It includes a process mapping exercise to help clinics understand their current state, and the development of an aim statement to guide the Practice Change Plan. |

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| **Question** | Who should attend the workshop? |
| **Answer** | All clinic team members (Physicians, Nurses, BHCs, Pharmacist, MOAs, Admin support staff) who might work with patients experiencing opioid addiction should attend the workshop. |

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| **Question** | Is there funding is available for the workshop/logistics? |
| **Answer** | Up to $500.00 per workshop is available from the EZ ORI project funds. This can be used towards the cost of room rental, catering, photocopying, etc. If greater than $500 is required for larger workshops, please contact [ezori@ewpcn.com](mailto:ezori@ewpcn.com). Information about how to submit workshop expenses for reimbursement can be found in the [EZ ORI Funding for CTBA Activities](https://ewpcn.sharepoint.com/:b:/r/sites/ezopioid/External%20Share/CTBA%20%26%20ORCs/EZ%20ORI%20Funding%20for%20CTBA%20Activities.pdf?csf=1&e=dfB78L) document (accessible to ORCs). |

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| **Question** | What funding is available for Physicians who attend the workshop? |
| **Answer** | Physician remuneration for the workshop is $219.43. The workshop handout package includes an invoice that each physician can complete a workshop invoice and submit to [ezori@ewpcn.com](mailto:ezori@ewpcn.com) or to the ORC who can submit it on their behalf. |

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| **Question** | How late can I offer the workshop? |
| **Answer** | There is no deadline as to when the workshop can be offered; however, the development and implementation of a Practice Change Plan will be instrumental in creating sustainable change in the clinics. Thus, we encourage PCNs to schedule workshops early to allow for as much time as possible to develop and implement the Practice Change Plans.  Funding for the EZ ORI ends on March 31, 2020. It is our hope that PCNs will continue to offer workshops and support practice change for their clinics beyond the end of the grant; however, please be aware that funding to support the workshop and practice change activities will only be available until March 2020. |

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| **Question** | What should the ORCs report back to the EZ ORI surrounding the workshop? |
| **Answer** | ORCs should report back the attendance of the workshop (number of clinics and number of participants). We would also appreciate any feedback on lessons learned or suggestions to improve the workshop. |

**Practice Change Plans**

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| **Question** | What is the Practice Change Plan? |
| **Answer** | The Practice Change Plan is a tool to help clinics and ORCs determine how to implement practice change to support opioid-related services in the clinic. Each clinic will have a unique plan to reach the goals that area important to the clinic.  The development of the practice change plan includes, the identification of:   * Goals to support the clinic’s AIM statement * Key areas of change (for example, process changes, EMR changes) * Education and training opportunities for the clinic team * Measures of success |

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| **Question** | What role does the ORC(s) have in developing the Practice Change Plan? |
| **Answer** | The ORC(s) are experts in the tools and resources available to increase knowledge related to opioid treatment and support practice change. They will work with the clinic to develop a Practice Change Plan by facilitating the identification of goals for the practice to enhance opioid-related services. Based on the goals, and using areas identified by the process map, the clinic and ORC(s) will identify key areas for change. The ORC(s) can also help identify education and training opportunities for clinic team members. Finally, the ORC will assist the clinic identifying measures for clinic progress and success. |

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| **Question** | Would the EZ ORI like a copy of the Practice Change Plan? |
| **Answer** | Yes. Once the clinic and ORC(s) have develop a version of the Practice Change Plan that they are ready to start implementing, please share the plan with the EZ ORI. |

**Implementing the Practice Change Plan**

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| **Question** | What role does the ORC(s) have in implementing Practice Change Plan? |
| **Answer** | The ORC(s) will support the clinics to implement the Practice Change Plan. They should not implement the plan themselves, but rather be available as a resource for the clinic and support them to make sustainable change with their own resources. This may include regular check in with the clinics to gauge progress and provide information or guidance as needed. |

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| **Question** | What funding is available to support practice change? |
| **Answer** | Up to $300.00/clinic (once per clinic) is available for speakers, program content, room rental, catering, photocopying, etc.to support practice change. Information about how to submit workshop expenses for reimbursement can be found in the [EZ ORI Funding for CTBA Activities](https://ewpcn.sharepoint.com/:b:/r/sites/ezopioid/External%20Share/CTBA%20%26%20ORCs/EZ%20ORI%20Funding%20for%20CTBA%20Activities.pdf?csf=1&e=dfB78L) document (accessible to ORCs). Funding for physicians or Individuals with Lived Experience to participate in practice change activities may be provided by PCNs using ORC funding. |

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| **Question** | How are we measuring practice change? |
| **Answer** | Practice change measures will be clinic specific as identified in the Practice Change Plan. |