



Opioid Stewardship Program (OSP)

Session 4 – Developing an Opioid Dashboard

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Health Services Advisory Group

Thursday, December 9, 2021

Last Session's Action Items

Identify two gaps with your OSP team to prioritize for strategy implementation

Identify your first priority for your OSP action plan;
Remember it's a journey.



Brigham and Women's Hospital

Founding Member, Mass General Brigham

Developing an Opioid Dashboard

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Disclosures

No financial conflicts of interest.



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BRIGHAM AND WOMEN'S
Brigham Comprehensive Opioid Response
and Education (B-CORE) Program

Welcome to B-CORE:
Brigham Comprehensive
Opioid Response and
Education Program

Brigham Health Bridge Clinic:
Recovery Month Symposium - BWH Program in Pain and ...
we are here to help

- Located in Tower, 1st floor (Suite 159) near Nursing Administration Office
- Hours: Monday – Friday, 8:30am - 5:00pm
- Phone: 617-278-0172
- Email: bwhbridgeclinic@partners.org

Physician
Clinical Transition Specialist
Addiction Nurse

Massachusetts Opioid Screening and Awareness



A Health System–Wide Initiative to Decrease Opioid-Related Morbidity and Mortality

Scott G. Weiner, MD, MPH; Christin N. Price, MD; Alev J. Atalay, MD; Elizabeth M. Harry, MD; Erika A. Pabo, MD, MBA; Rajesh Patel, MD, MPH; Joji Suzuki, MD; Shelly Anderson, MPM; Stanley W. Ashley, MD; Allen Kachalia, MD, JD

Background: The opioid overdose crisis now claims more than 40,000 lives in the United States every year, and many hospitals and health systems are responding with opioid-related initiatives, but how best to coordinate hospital or health system–wide strategy and approach remains a challenge.

Methods: An organizational opioid stewardship program (OSP) was created to reduce opioid-related morbidity and mortality in order to provide an efficient, comprehensive, multidisciplinary approach to address the epidemic in one health system. An executive committee of hospital leaders was convened to empower and launch the program. To measure progress, metrics related to care of patients on opioids and those with opioid use disorder (OUD) were evaluated.

Results: The OSP created a holistic, health system–wide program that addressed opioid prescribing, treatment of OUD, education, and information technology tools. After implementation, the number of opioid prescriptions decreased (−73.5/month; $p < 0.001$), mean morphine milligram equivalents (MME) per prescription decreased (−0.4/month; $p < 0.001$), the number of unique patients receiving an opioid decreased (−52.6/month; $p < 0.001$), and the number of prescriptions ≥ 90 MME decreased (−48.1/month; $p < 0.001$). Prescriptions and providers for buprenorphine increased (+6.0 prescriptions/month and +0.4 providers/month; both $p < 0.001$). Visits for opioid overdose did not change (−0.2 overdoses/month; $p = 0.29$).

Conclusion: This paper describes a framework for a new health system–wide OSP. Successful implementation required strong executive sponsorship, ensuring that the program is not housed in any one clinical department in the health system, creating an environment that empowers cross-disciplinary collaboration and inclusion, as well as the development of measures to guide efforts.



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SHARE

Advancing the Safety of Acute Pain Management

Advancing the Safety of Acute Pain Management. Boston, Massachusetts: Institute for Healthcare Improvement; 2019. (Available on ihi.org)

Although prescriptions for opioids are on the decline, open questions remain about how to safely and effectively treat acute pain without over-reliance on these drugs.

This report describes the recommendations of an expert panel convened by IHI to examine acute pain management. It specifically and uniquely addresses acute pain management as a patient safety issue, including the overuse of opioids for acute pain.



The report provides health care safety leaders in hospitals, emergency departments (EDs), urgent care clinics, outpatient surgery facilities, and other acute care settings with specific action steps to improve the safety of acute pain management in their organizations, templates for conducting organizational assessments, and a case study illustrating how to move forward on this work.

<http://www.ihi.org/resources/Pages/Publications/Advancing-the-Safety-of-Acute-Pain-Management.aspx>

System-Wide Guidelines



System-Wide Guidelines

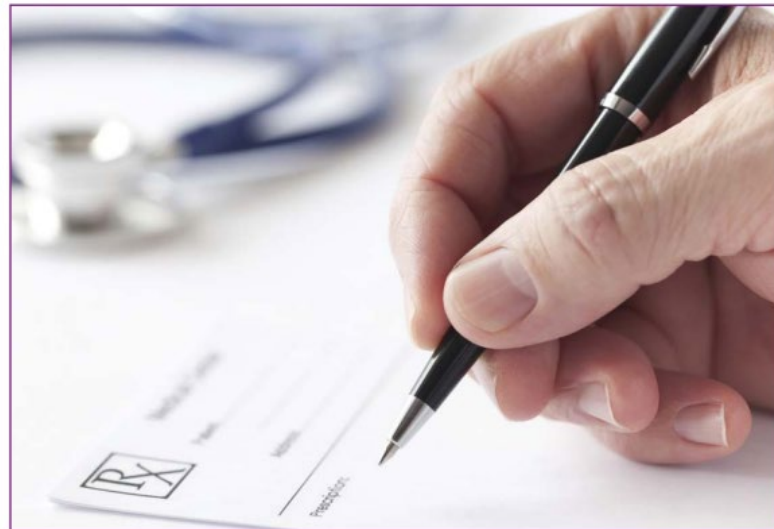
- 1) Use of opioids for acute pain
- 2) Use of opioids for chronic pain

Based on guidelines + state law

*sets expectations for providers and patients, and protective for the hospital



CDC Guideline for Prescribing Opioids for Chronic Pain — United States, 2016



System-Wide Guidelines



Mass General Brigham

Use of Opioid Therapy for Acute, Non-Malignant Pain

Executive Summary

Purpose/Definition: The purpose of this document is to support MGB providers to administer compassionate, evidence-based, responsible care while improving the quality and safety of care that is delivered to our patients experiencing acute pain. 'Acute pain' is defined as pain provoked by a specific disease or injury, or subsequent to surgery, and is self-limited, lasting no longer than 90 days.

Pain Assessment and Indications: In acute situations, consider opioid prescriptions based on the degree of tissue disruption, a strong consideration of alternatives, specialty specific published guidelines, the impact of pain upon function, and the risk/benefit ratio given the provider's knowledge of the individual patient.

- Opioids may only be prescribed after a clinical examination, diagnosis, review of medication and medical/psychiatric history, consideration of alternatives as well as the risk to the individual patient of opioids, and review of data from the Prescription Drug Monitoring Program (PDMP)

Non-Opioid Alternatives to Pain Management: Opioids should be the last consideration for acute pain management. Do not prescribe without first considering non-opioid and non-pharmacological measures.

Risk Assessment: All patients should be screened for opioid misuse. Consider using a validated screening tool to determine whether it is appropriate to prescribe opioids based on diagnosis and risk.

- You may use validated screening tools such as [Opioid Risk Tool](#) (ORT), which is in eCare, or the Screener and Opioid Assessment for Patients with Pain-Revised ([SOAPP-R](#)).
- Screen for family/personal history of substance use disorders (SUDs) and mental health problems before prescribing opioids.
- If a patient is at high risk for opioid misuse, then consider very close follow up and evaluation. For [surgical patients](#), develop a pain management plan before elective surgery and as soon as feasible for urgent surgery.

Prescribing: For acute pain, opioids should be prescribed only when alternative pain treatment modalities are not expected to be sufficient.

- Opioids should never be prescribed for treatment of mild pain where non-opioid over the counter pain relievers or alternative therapies can be used effectively to treat mild pain.
- If opioids are necessary, they should be prescribed at the **lowest effective dose** and for a **limited period**. For acute pain unrelated to surgery/major trauma, providers should **prescribe no more than a 7-day supply**.
- Long-acting or extended-release opioids should not be used for the treatment of acute pain in the opioid naïve patient.**
- Opioids should not be prescribed in excess of the expected duration of need.
- Patients should not be prescribed longer courses of pain medications in order to avoid requests for refills or for "just in case" scenarios.
- Opioids must be electronically prescribed for Massachusetts (MA) and CMS patients. For non-CMS patients in New Hampshire (NH), opioids should be electronically prescribed.
- Educate patients about [safe storage of opioids and safe disposal](#) of unused pills.



Mass General Brigham

Use of Opioid Therapy for Chronic, Non-malignant Pain

Executive Summary

Purpose/Definition: The purpose of this document is to support MGB healthcare providers in delivering compassionate, evidence-based, responsible care for the patients we serve, while improving the quality and safety of care for patients treated for chronic pain. 'Chronic opioid therapy' is the continuous use of an opioid medication as prescribed for **greater than 90 days**.

Diagnosis, Screening, and Documentation:

- History, physical exam, diagnosis, and plan must be documented before any opioid is prescribed.
- All patients should be screened for risk of opioid misuse using a validated screening tool to determine whether it is appropriate to prescribe opioids based on diagnosis and risk.
- All patients on chronic opioid medications should receive, review, and sign one of the approved [Opioid Medicine Management Agreements](#)
- All patients receiving chronic opioid medications for pain should have 'Chronic Pain' or 'Pain Management' documented as a problem in the problem list in the EMR, including indication, prescribing physician, and medication type.

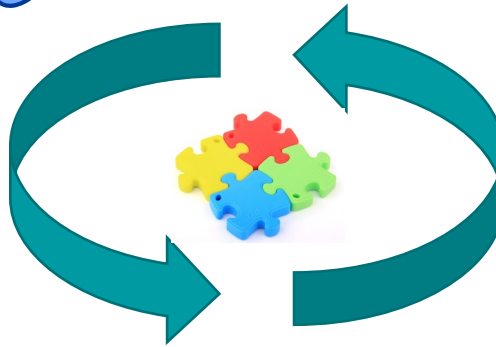
Prescribing Opioids:

- Prescribing opioids for chronic pain should only be pursued once all other options have been exhausted.
- Non-pharmacologic and non-opioid pharmacologic options should be used as a first line for chronic pain unless otherwise contraindicated.
- Clinicians should use caution when prescribing opioids at any dosage, should carefully reassess evidence of individual benefits and risks when considering increasing dosage to ≥ 50 morphine milligram equivalents (MME)/day, and should avoid newly increasing dosage to ≥ 90 MME/day or carefully justify a decision to titrate dosage to ≥ 90 MME/day.
- Providers should review side effects and discuss the risks of addiction and overdose with all patients on chronic opioid therapy. Providers should also counsel regarding [safe storage and disposal](#) of medications.
- The stigma of pain is not limited to opioids. Patients reporting pain have sometimes been disbelieved, dismissed, or labeled as "drug-seeking" for wanting relief. Discrimination, stigma and dismissal of pain reports result in inadequate, inaccessible and ineffective health care. In addition, racism has impacted access to adequate pain control with numerous studies showing that Black and other minoritized patients are less likely to receive analgesia. The existence and impact of this stigma and bias on patient care needs to be acknowledged so patients can be treated with compassion and dignity.
- Providers should prescribe intranasal naloxone rescue kits to all patients on chronic opioids > 50 MME/day.



Guidelines

Metrics



Clinical Decision Support

Development of Metrics and Dashboards



Can you answer these questions?

Opioid Prescribing

How many opioid prescriptions are written in your system?

Which clinic/provider prescribes the most opioids?

How many of your prescriptions are for >90 MME/day?

How many of your patients on chronic opioid therapy have had a toxicology screen in the past year?

Which percentage of patients discharged from your ED are prescribed opioids?

How many pills are your emergency physicians prescribing at discharge?

What is the number of pills or long-acting opioids prescribed to your patients after common surgical procedures?

Opioid Use Disorder

Which percentage of your patients with an OUD diagnosis are prescribed MOUD?

Which percentage of patients who experience an overdose are prescribed naloxone?

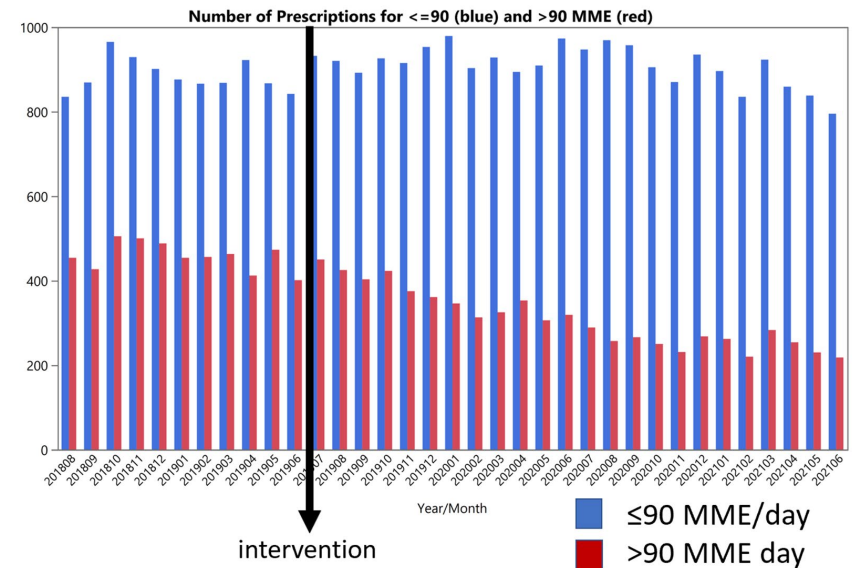
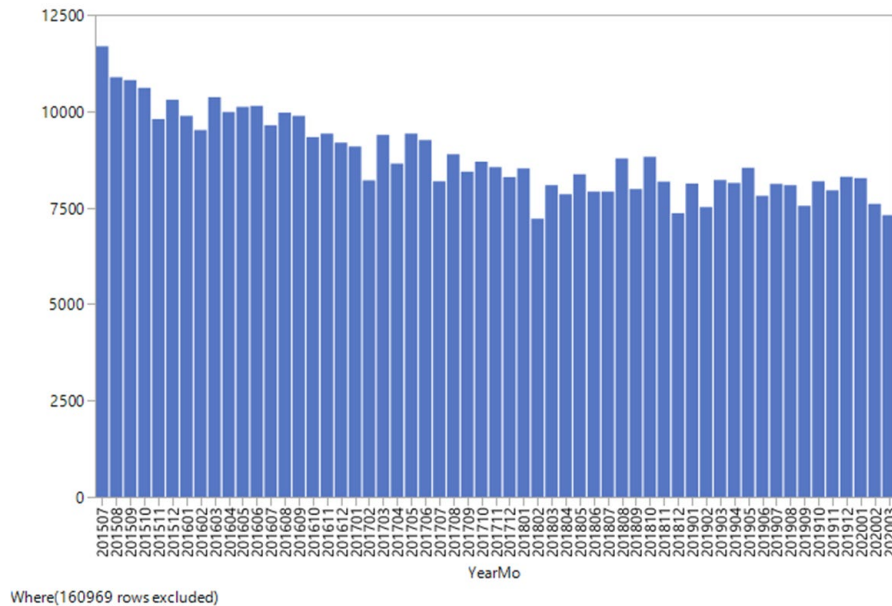


Development of Metrics and Reports

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
|----|-----|-------------------|-----------|----------|----------|----------|----------|-----|----------|----------|--------------------|---------|--------|----------|----------|----------|--------|--------|---------|---------|-------|----------|-------------|
| 1 | MRN | PatientDepartment | PatientA | PatientG | PatientP | PatientR | PrimaryI | CSN | Ordering | Ordering | TheraCI | PharmaI | DEACla | Medicati | Medicati | Medicati | Dose | DoseUn | DoseFor | Frequen | Route | Quantity | ED_AllDxICD |
| 2 | | BWH EMERGENC | 23 Male | English | White | BLUE C | ##### | | | Physicia | ANALGIOPIOID C-II | | | 3760 | HYDRO | HYDRO | 2 | mg | Tab | Every 6 | Oral | 8.00 | A04.72 |
| 3 | | BWH EMERGENC | 23 Male | English | White | BLUE C | ##### | | | Physicia | ANALGIOPIOID C-II | | | 3760 | HYDRO | HYDRO | 2 | mg | Tab | Every 6 | Oral | 8.00 | A04.72 |
| 4 | | BWH EMERGENC | 74 Female | English | White | MEDIC/ | ##### | | | Physicia | ANALGIOPIOID C-II | | | 3760 | HYDRO | HYDRO | 2 | mg | Tab | Every 4 | Oral | 7.00 | B02.29 |
| 5 | | BWH EMERGENC | 41 Female | English | White | MASSH | ##### | | | Physicia | ANALGIOPIOID C-III | | | 19474 | ACETA | ACETA | 1 | tablet | Tab | Every 6 | Oral | 24.00 | B34.9 |
| 6 | | BWH EMERGENC | 52 Male | English | White | | ##### | | | Residen | ANALGIOPIOID C-II | | | 27873 | MORPH | MORPH | 60 | mg | Cap | 2 times | Oral | 15.00 | C18.9 |
| 7 | | BWH EMERGENC | 31 Male | English | Unavail | MASSH | ##### | | | Residen | ANALGIOPIOID C-II | | | 5178 | MORPH | MORPH | 7.5-15 | mg | Tab | Every 3 | Oral | 24.00 | C18.9 |
| 8 | | BWH EMERGENC | 27 Female | English | White | MEDIC/ | ##### | | | Physicia | ANALGIOPIOID C-II | | | 87795 | OXYCO | OXYCO | 20 | mg | Tab | Every 4 | Oral | 20.00 | C41.9 |
| 9 | | BWH EMERGENC | 27 Female | English | White | MEDIC/ | ##### | | | Physicia | ANALGIOPIOID C-II | | | 87795 | OXYCO | OXYCO | 20 | mg | Tab | Every 4 | Oral | 20.00 | C41.9 |
| 10 | | BWH EMERGENC | 27 Female | English | White | MEDIC/ | ##### | | | Physicia | ANALGIOPIOID C-II | | | 87795 | OXYCO | OXYCO | 20 | mg | Tab | Every 4 | Oral | 20.00 | C41.9 |
| 11 | | BWH EMERGENC | 63 Female | English | White | HARVA | ##### | | | Physicia | ANALGIOPIOID C-II | | | 28899 | OXYCO | OXYCO | 15 | mg | Tab | Every 4 | Oral | 42.00 | C50.919 |
| 12 | | BWH EMERGENC | 36 Female | English | White | UNITEC | ##### | | | Residen | ANALGIOPIOID C-II | | | 5178 | MORPH | MORPH | 15 | mg | Tab | Every 6 | Oral | 5.00 | D21.9 |
| 13 | | BWH EMERGENC | 25 Male | English | Black or | TUFTS | ##### | | | Physicia | ANALGIOPIOID C-II | | | 10814 | OXYCO | OXYCO | 5 | mg | Tab | Every 4 | Oral | 10.00 | D57.00 |
| 14 | | BWH EMERGENC | 25 Male | English | Black or | TUFTS | ##### | | | Physicia | ANALGIOPIOID C-II | | | 10814 | OXYCO | OXYCO | 5 | mg | Tab | Every 8 | Oral | 9.00 | D57.00 |
| 15 | | BWH EMERGENC | 33 Male | English | Black or | AETNA | ##### | | | Residen | ANALGIOPIOID C-II | | | 20921 | MORPH | MORPH | 60 | mg | Tab | Every 8 | Oral | 8.00 | D57.00 |
| 16 | | BWH EMERGENC | 33 Male | English | Black or | AETNA | ##### | | | Residen | ANALGIOPIOID C-II | | | 10226 | HYDRO | HYDRO | 8 | mg | Tab | Every 4 | Oral | 12.00 | D57.00 |
| 17 | | BWH EMERGENC | 27 Male | English | Black or | ALLWA | ##### | | | Physicia | ANALGIOPIOID C-II | | | 87795 | OXYCO | OXYCO | 10 | mg | Tab | Every 6 | Oral | 15.00 | D57.00 |
| 18 | | BWH EMERGENC | 27 Female | English | Black or | CIGNA | ##### | | | Residen | ANALGIOPIOID C-II | | | 10814 | OXYCO | OXYCO | 5 | mg | Tab | Every 4 | Oral | 12.00 | D57.00 |
| 19 | | BWH EMERGENC | 18 Male | English | Black or | UNITEC | ##### | | | Physicia | ANALGIOPIOID C-II | | | 3760 | HYDRO | HYDRO | 2 | mg | Tab | Every 8 | Oral | 9.00 | D57.00 |



Development of Metrics and Reports



Development of Metrics and Reports

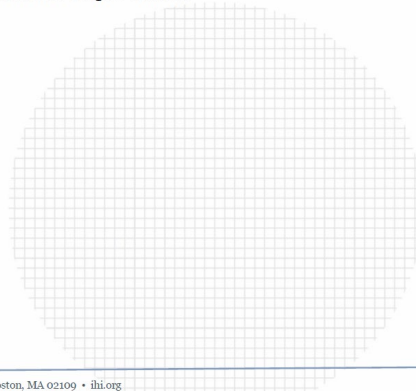
| Domain Area | # | Measure |
|--|----|--|
| Ambulatory Opioid Use | 1 | Percentage of patients prescribed opioid (Provider) |
| | 2 | Number of opioid prescriptions per 1,000 office visits (Clinic) |
| | 3 | Percentage of opioid prescriptions with partial fill instructions |
| | 4 | Percentage of opioid prescriptions for acute pain with less than 7 day supply (Clinic) |
| | 5 | Percentage of Patients Prescribed Chronic Opioid with Risk and Plan Documented (Can we do it?) |
| Inpatient Opioid Use | 6 | Percentage of patients prescribed opioid more than 3 month after surgery (Surgery Type * Provider) |
| | 7 | Average inpatient daily MMEs administered during hospitalization |
| | 8 | Percentage of patients that received more than 50 MME during at least one day of their hospitalization |
| | 9 | Percentage of patients administered long-acting opioid during hospital stay |
| | 10 | Percentage of patients prescribed long-acting opioid at hospital discharge (Surgery Type * Hospital) |
| | 11 | Percentage of patients prescribed opioid at discharge (Surgery Type * Hospital) |
| | 12 | Number of pills prescribed at discharge (Surgery Type * Hospital) |
| | 13 | Daily MMEs prescribed at discharge (Surgery Type * Hospital) |
| Emergency Department Opioid Use | 14 | Percentage of opioid-naïve patients prescribed C-II & C-III opioid on emergency department discharge (Last ED Attending) |
| | 15 | Percentage of patients treated for opioid overdose in emergency department (Hospital) |
| | 16 | Opioid administration among the headache/migraine patients who visited ED |
| | 17 | Quantity of opioid prescribed to the patients who were discharged from ED (Last ED attending) |
| | 18 | Opioid covered-days prescribed to the patients who were discharged from ED |
| High Risk Patients Opioid Use (Ambulatory, Inpatient, ED) | 19 | Percentage of patients prescribed opioid with daily MME > 90 among those who were prescribed (Provider) |
| | 20 | Percentage of patients with Naloxone on medication list while they received opioid with daily MME > 90 |
| | 21 | Percentage of patients who were prescribed Opioid while Benzo on the active med list |
| | 22 | Percentage of patients with document ORT assessment among those with chronic opioid |
| | 23 | Percentage of patients prescribed buprenorphine among those with opioid disorder diagnoses (Provider) |
| Opioid Use Monitor | 24 | Percentage of patients with office visits within prior 3 months among chronic opioid users (Provider) |
| | 25 | Percentage of patients with urine drug toxicology among chronic opioid users (Provider) |
| | 26 | Percentage of patients signed medication agreement on file among chronic opioid users (Provider) |
| | 27 | Percentage of patients signed medication agreement on file among patients with long term opioid prescription |
| | 28 | Number of opioid prescribers for single patient |



Development of Metrics and Reports

Advancing the Safety of Acute Pain Management

Report of an Expert Panel Convened by the
Institute for Healthcare Improvement



AN IHI RESOURCE

53 State Street, 19th Floor, Boston, MA 02109 • ihi.org

How to Cite This Document: *Advancing the Safety of Acute Pain Management*. Boston, Massachusetts: Institute for Healthcare Improvement; 2019. Available on ihi.org.

| Process Metrics | Outcome Metrics |
|--|---|
| <ul style="list-style-type: none"> • New opioid prescription written per 1,000 patients • Morphine milligram equivalents (MME) prescribed across hospital and per unit/clinician • Number of pills prescribed after specific surgeries • Number of days' supply prescribed after specific surgeries • Percent of patients readmitted for pain management • Percent of patients receiving multimodal analgesia • Percent of patients receiving Narcan during hospital stay • Percent of eligible patients receiving local/regional anesthesia • Percent of patients receiving opioid refills following surgery (without referral to pain management consultant) • Unplanned ED visits for pain management • Unplanned postoperative admissions for pain management • Utilization of a screening tool for risk assessment • Percent of patients receiving medication for addiction treatment (MAT) • Percent of cases in which non-opioid options were tried first (with certain exceptions such as trauma) • Prescriber opioid prescription rate by specialty** • Number of incidents of high-risk coprescribing (e.g., opioids and benzodiazepines) • Percentage of postsurgical prescriptions for which the number of pills prescribed is consistent with adopted standards (For example, see standards set by Washington State.⁹⁴) | <ul style="list-style-type: none"> • Annual number of fatal overdoses per patient population or "covered lives" • Annual number of nonfatal overdoses per patient population or "covered lives" • Prevalence of OUD per 1,000 person-years • Percent of patients experiencing opioid-related adverse drug events (ORADE), such as opioid-related adverse respiratory events (ORARE) requiring naloxone administration <p>Outcome Metric Sets</p> <ul style="list-style-type: none"> • PROMIS measures • Metrics related to function (ambulation, sleep, delirium, ileus, nausea, vomiting, pruritus, urinary retention) • VA approved metrics • National Quality Forum metrics |

Development of Metrics and Reports

Ambulatory Report: Percentage of patients prescribed opioid - All Patients

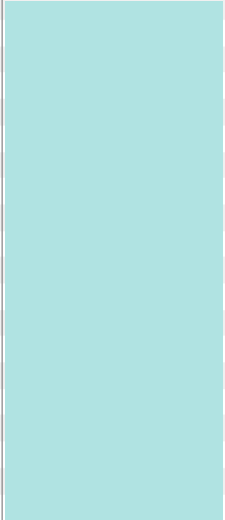
Measurement Period: 11/1/2020 - 10/31/2021

PHS Rate

| Naive Patients with Rx | Naive Patients with Visit | Naive Percentage | All Patients with Rx | All Patients with Visit | All Percentage |
|------------------------|---------------------------|------------------|----------------------|-------------------------|----------------|
| 33,636 | 537,792 | 6.25% | 61,425 | 647,429 | 9.49% |

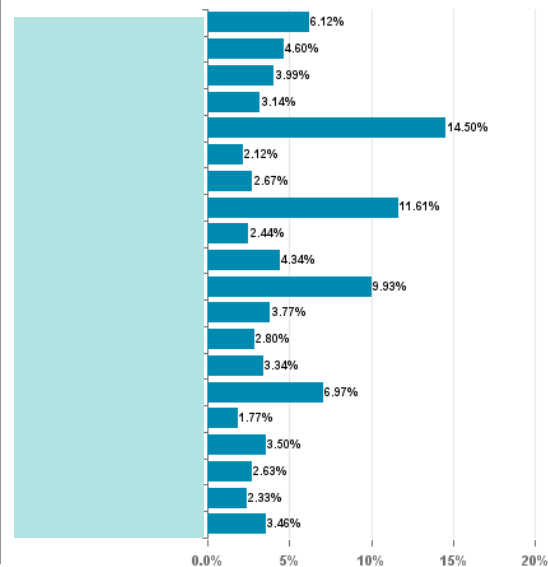
Reporting Level Selected: Department

Top 20 Department Rate - All

| Organization | Department | All Patients with Rx ▼ | All Patients with Visit | All Percentage |
|--------------|--|------------------------|-------------------------|----------------|
| BWH |  | 507 | 8,278 | 6.12% |
| BWH | | 444 | 9,645 | 4.60% |
| BWH | | 401 | 10,047 | 3.99% |
| BWH | | 393 | 12,507 | 3.14% |
| BWH | | 354 | 2,442 | 14.50% |
| BWH | | 281 | 13,253 | 2.12% |
| BWH | | 217 | 8,138 | 2.67% |
| BWH | | 202 | 1,740 | 11.61% |
| BWH | | 194 | 7,956 | 2.44% |
| BWH | | 170 | 3,915 | 4.34% |
| BWH | | 167 | 1,682 | 9.93% |
| BWH | | 165 | 4,381 | 3.77% |
| BWH | | 163 | 5,814 | 2.80% |
| BWH | | 159 | 4,762 | 3.34% |
| BWH | | 132 | 1,893 | 6.97% |
| BWH | | 123 | 6,950 | 1.77% |
| BWH | | 120 | 3,426 | 3.50% |
| BWH | | 116 | 4,407 | 2.63% |
| BWH | | 114 | 4,897 | 2.33% |
| BWH | | 112 | 3,234 | 3.46% |

[Select to see all department detail](#)

Top 20 Department Rate - All Percentage



Development of Metrics and Reports

Ambulatory Report: Number of opioid Rx per 1,000 office visits - All Patients

Measurement Period: 11/1/2020 - 10/31/2021

PHS Rate

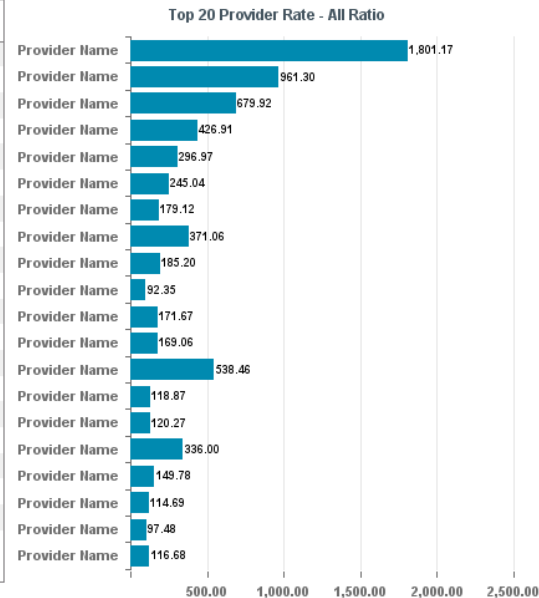
| Naive Rx | Naive Visits | Naive Ratio | Chronic Rx | Chronic Visits | Chronic Ratio | All Rx | All Visits | All Ratio |
|----------|--------------|-------------|------------|----------------|---------------|---------|------------|-----------|
| 59,755 | 1,852,026 | 32.26 | 126,762 | 80,837 | 1,568.12 | 186,517 | 1,932,863 | 96.5 |

Reporting Level Selected: Provider

Top 20 Provider Rate - All

| Organization | Department | Provider | All Rx ▼ | All Visits | All Ratio |
|--------------|------------|---------------|----------|------------|-----------|
| BWH | | Provider Name | 1,540 | 855 | 1,801.17 |
| BWH | | Provider Name | 919 | 956 | 961.3 |
| BWH | | Provider Name | 718 | 1,056 | 679.92 |
| BWH | | Provider Name | 660 | 1,546 | 426.91 |
| BWH | | Provider Name | 637 | 2,145 | 296.97 |
| BWH | | Provider Name | 580 | 2,367 | 245.04 |
| BWH | | Provider Name | 556 | 3,104 | 179.12 |
| BWH | | Provider Name | 495 | 1,334 | 371.06 |
| BWH | | Provider Name | 443 | 2,392 | 185.2 |
| BWH | | Provider Name | 442 | 4,786 | 92.35 |
| BWH | | Provider Name | 383 | 2,231 | 171.67 |
| BWH | | Provider Name | 294 | 1,739 | 169.06 |
| BWH | | Provider Name | 280 | 520 | 538.46 |
| BWH | | Provider Name | 274 | 2,305 | 118.87 |
| BWH | | Provider Name | 264 | 2,195 | 120.27 |
| BWH | | Provider Name | 252 | 750 | 336.00 |
| BWH | | Provider Name | 235 | 1,569 | 149.78 |
| BWH | | Provider Name | 235 | 2,049 | 114.69 |
| BWH | | Provider Name | 232 | 2,380 | 97.48 |
| BWH | | Provider Name | 226 | 1,937 | 116.68 |

[Select to see all provider detail](#)



Development of Metrics and Reports

Emergency Department Report: Percentage of patients prescribed C-II or C-III Opioids during ED discharge – All discharged patients

Measurement Period: 11/1/2020 - 10/31/2021

PHS Rate

| Naive patients with Rx | Naive patients with Visits | Naive Percentage | All patients with Rx | All patients with Visits | All Percentage |
|------------------------|----------------------------|------------------|----------------------|--------------------------|----------------|
| 6,308 | 157,266 | 4.01% | 8,505 | 188,778 | 4.51% |

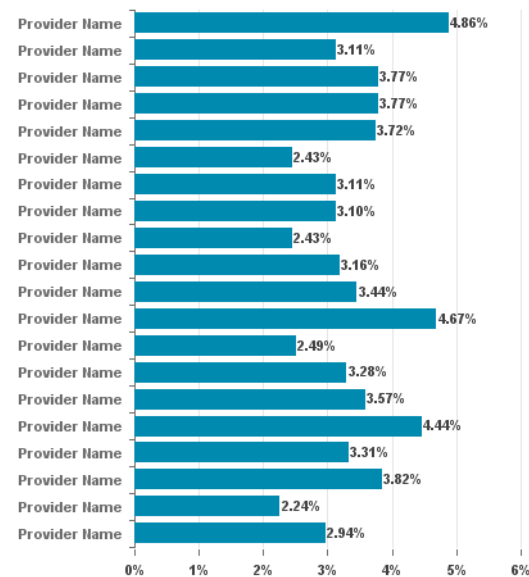
Reporting Level Selected: Provider

BWH Top 20 Provider Rate - All

| Organization | Provider | All patients with Rx ▼ | All patients with Visits | All Percentage |
|--------------|---------------|------------------------|--------------------------|----------------|
| BWH | Provider Name | 58 | 1,193 | 4.86% |
| BWH | Provider Name | 36 | 1,157 | 3.11% |
| BWH | Provider Name | 36 | 956 | 3.77% |
| BWH | Provider Name | 29 | 769 | 3.77% |
| BWH | Provider Name | 28 | 753 | 3.72% |
| BWH | Provider Name | 26 | 1,070 | 2.43% |
| BWH | Provider Name | 26 | 837 | 3.11% |
| BWH | Provider Name | 22 | 709 | 3.10% |
| BWH | Provider Name | 21 | 863 | 2.43% |
| BWH | Provider Name | 20 | 633 | 3.16% |
| BWH | Provider Name | 20 | 582 | 3.44% |
| BWH | Provider Name | 20 | 428 | 4.67% |
| BWH | Provider Name | 19 | 763 | 2.49% |
| BWH | Provider Name | 18 | 549 | 3.28% |
| BWH | Provider Name | 18 | 504 | 3.57% |
| BWH | Provider Name | 18 | 405 | 4.44% |
| BWH | Provider Name | 17 | 514 | 3.31% |
| BWH | Provider Name | 17 | 445 | 3.82% |
| BWH | Provider Name | 15 | 670 | 2.24% |
| BWH | Provider Name | 15 | 510 | 2.94% |

[Select to see all provider detail](#)

BWH Top 20 Provider Rate - All Percentage



Development of Metrics and Reports

Input Controls

Map Reset

Document Input Controls (5)

Reporting Level

☒ 1. Organization
 ☐ 2. Provider

Population (All Values is All Pati...

All values

Chronic

Naive

Surgery Type

Anorectal
 Bariatric
 Colorectal
 Delivery C-Section
 Delivery Vaginal
 Hip
 Inguinal Hernia Repair
Knee
 Laparoscopic Cholecystectomy
 Lumbar Fusion
 Thoracotomy
 Ventral Hernia Repair

Inpatient report: Number of pills prescribed at discharge – All Patients

Measurement Period: 11/01/2020 - 10/31/2021

Surgery Type selected – Knee

PHS Rate - All Patients

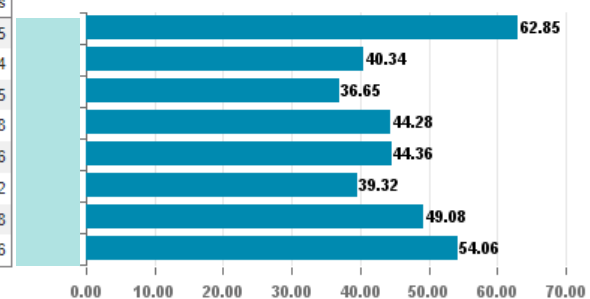
| Pill Count | Discharge with Opioid (Tablet) | Average Pills |
|------------|--------------------------------|---------------|
| 111,042 | 2,327 | 47.72 |

Reporting Level Selected – Organization

Organizations Rate - All Patients

| Organization | Pill Count | Discharge with Opioid (Tablet) | Average Pills |
|--------------|------------|--------------------------------|---------------|
| | 44,747 | 712 | 62.85 |
| | 23,235 | 576 | 40.34 |
| | 14,403 | 393 | 36.65 |
| | 7,749 | 175 | 44.28 |
| | 7,497 | 169 | 44.36 |
| | 6,331 | 161 | 39.32 |
| | 5,350 | 109 | 49.08 |
| | 1,730 | 32 | 54.06 |

Organization Rate - All Patients (Average Pills)



Development of Metrics and Reports

| # of Days Covered | Opioid Agreement | Dt of Opioid Ag | Tox Screen With | ORT Score | Active Methadone | Active Buprenorphine | History of SUD | History of Overdose | Active SUD? | Dt of Last Medication | Current MEDD | Enc in Primary | Next Enc in Primary | GFR |
|-------------------|------------------|-----------------|-----------------|-----------|------------------|----------------------|----------------|---------------------|-------------|-----------------------|--------------|----------------|---------------------|---------------------------|
| 134 | Yes | | ✓ | | No | No | No | No | No | 9/20/2021 1:41 PM | | 07/27/2021 | 10/26/2021 | 95 |
| 7 | | | | | No | No | No | No | No | 2/26/2020 3:43 PM | 45 | 07/19/2021 | | 83 |
| 180 | Yes | | ✓ | | No | No | No | No | No | 10/1/2021 9:02 AM | 75 | 10/14/2021 | 11/03/2021 | 69 |
| 160 | Yes | | ✓ | | Yes | No | No | No | No | 10/15/2021 7:21 AM | | 10/15/2021 | 12/17/2021 | 65 |
| 136 | Yes | | ✓ | | No | No | No | No | No | 9/24/2021 11:49 AM | 90 | 09/28/2021 | 10/25/2021 | 116 |
| 46 | Yes | | ✓ | | No | No | No | No | No | 10/12/2021 1:28 PM | 45 | 09/24/2021 | 12/17/2021 | 44 |
| 180 | Yes | | ✓ | | No | No | No | No | No | 10/4/2021 1:35 PM | 67.5 | 08/04/2021 | 11/09/2021 | 90 |
| 178 | Yes | | ✓ | | No | No | No | No | No | 9/29/2021 3:00 PM | 75 | 04/09/2021 | | 102 |
| 14 | Yes | | ✓ | | No | No | No | No | No | 10/4/2021 1:32 PM | 22.5 | 08/06/2021 | 11/08/2021 | 102 |
| 179 | Yes | | ✓ | | No | No | No | No | No | 9/29/2021 10:26 AM | 75 | 09/03/2021 | 12/03/2021 | 69 |
| 167 | Yes | | | | No | No | No | No | No | 9/21/2021 3:13 PM | 75 | 03/19/2021 | | Patient's most recent lab |



Work in Progress

Primary care dashboard

Treatment of OUD, AUD

Screening, naloxone



CAUTION UNINTENDED
CONSEQUENCES AHEAD

“If you can’t measure it, you can’t manage it.”

-Peter Drucker
Management Guru

“If you don’t collect any metrics you’re flying blind. If you collect and focus on too many, they may be obstructing your field of view.”

-Scott M. Graffius, Agile Scrum

“Keep in mind, measurement is not just numbers, but stories.”

-Pearl Zhu



Questions/Discussion

bcore.brighamandwomens.org

popi.bwh.harvard.edu

sweiner@bwh.harvard.edu





Field Example

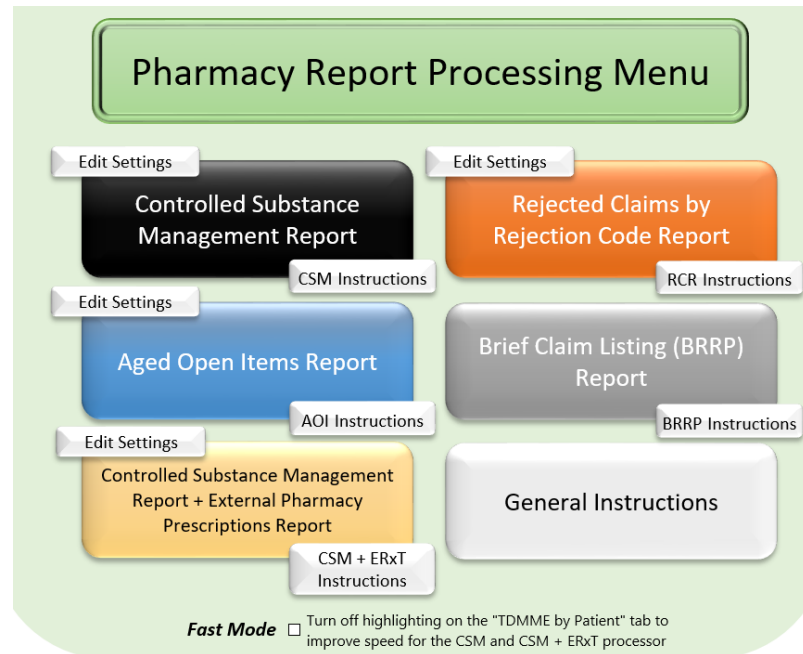
Opioid Dashboards

Real-Life Applications

Tara L. Argual, PharmD, PRS
Chief Pharmacist, Hopi Health Care Center

It doesn't have to be complicated!

- Useful
- Collaborative

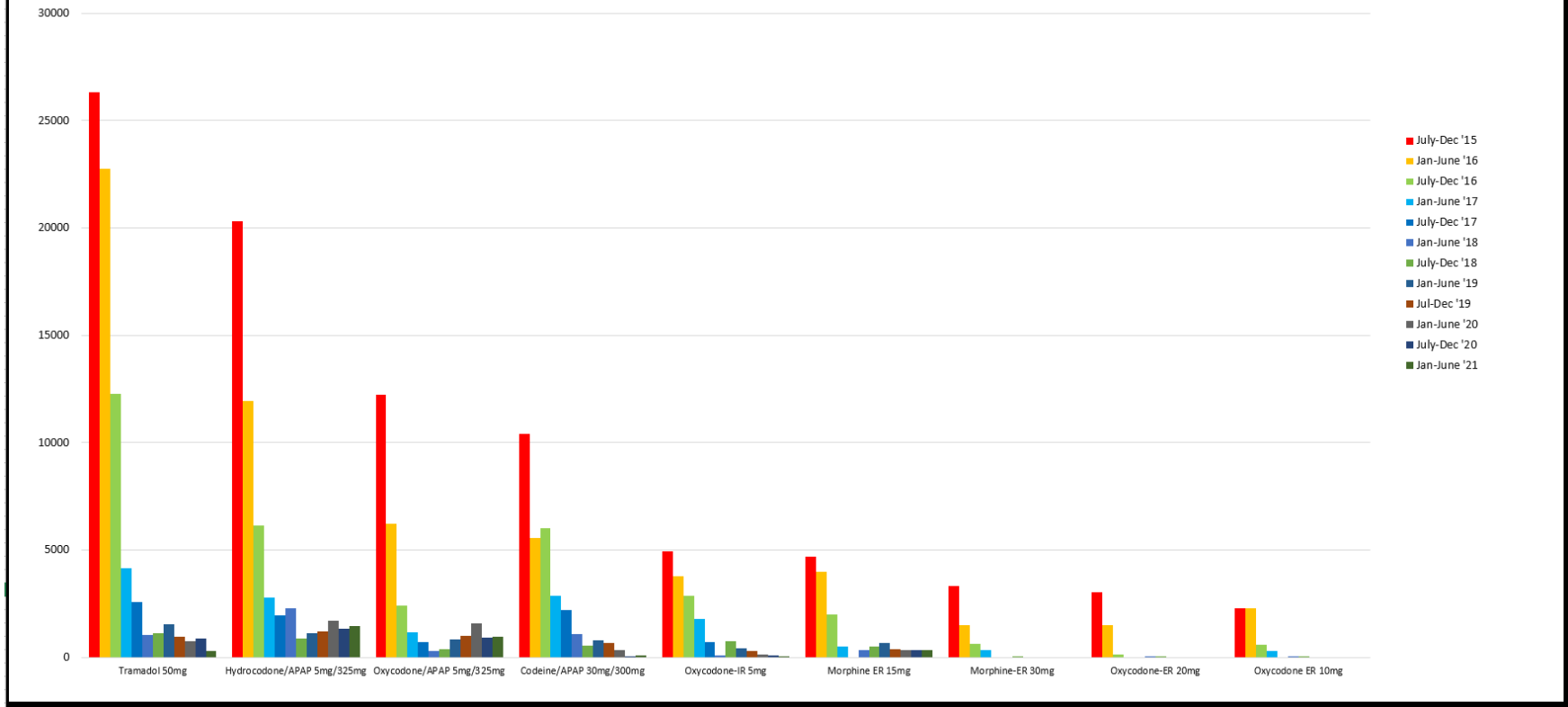


Created by CDR Nick Sparrow, version 4.73 2021-Aug 17
nicholas.sparrow@ihs.gov, 435-725-6877 (work)

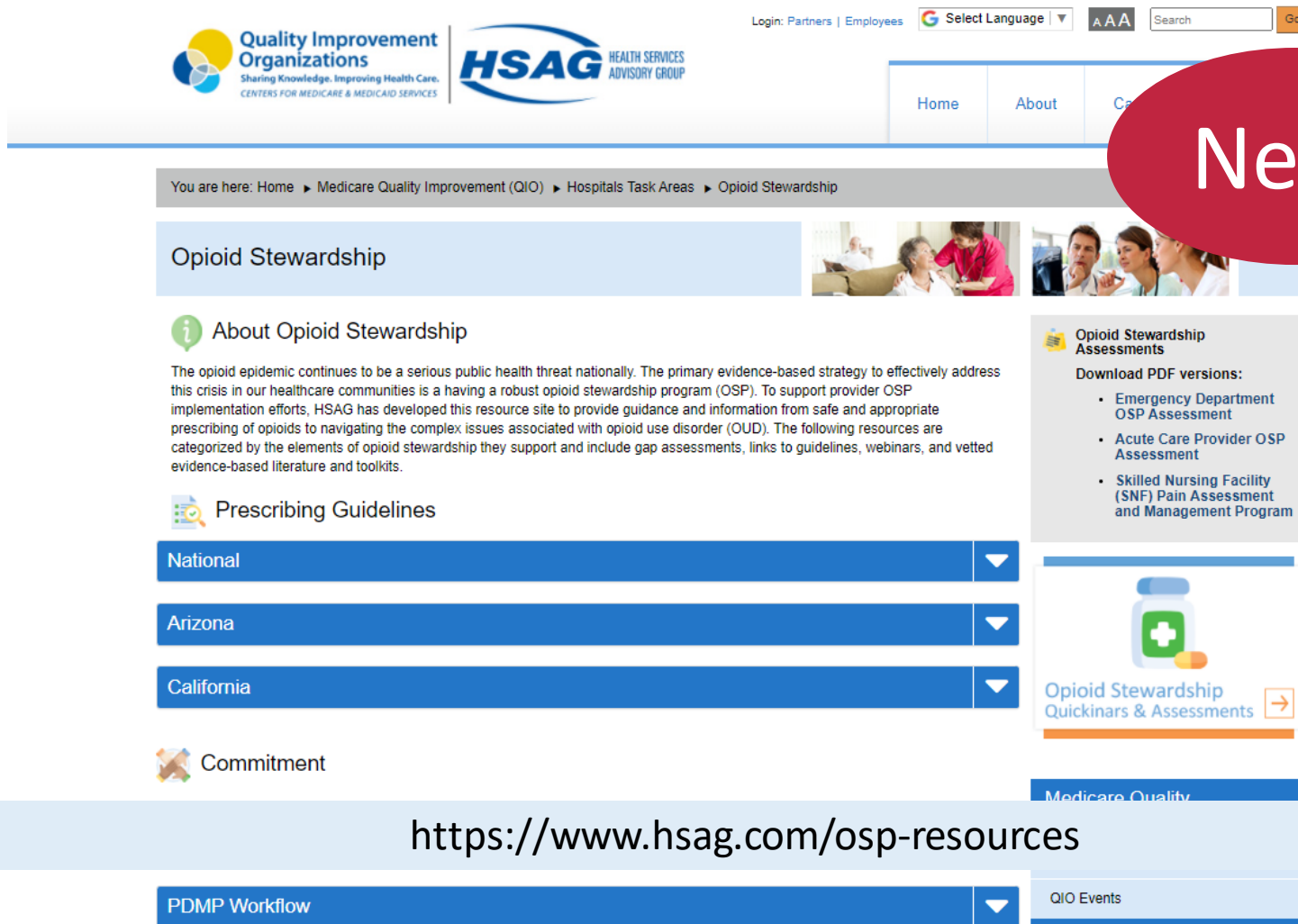
| | |
|-----------|-------------------------|
| AREA: | Phoenix |
| FACILITY: | Hopi Health Care Center |
| YEAR: | 2021 |

| | METRIC | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec | TOTAL |
|----|--|------|-------|-------|-------|------|-------|------|------|------|------|------|-----|--------|
| 1 | Total # of Prescriptions | 9430 | 10290 | 11662 | 15010 | 9383 | 10944 | 9423 | 9919 | 9593 | 8850 | 9536 | | 114040 |
| 2 | # of Opioid Prescriptions | 53 | 55 | 62 | 63 | 60 | 62 | 60 | 72 | 62 | 46 | 51 | | 646 |
| 3 | # of Patients Receiving Opioids | 19 | 20 | 25 | 27 | 22 | 28 | 27 | 39 | 26 | 18 | 19 | | 270 |
| 4 | Average Daily MME/RX | 12 | 13 | 15 | 13 | 16 | 11 | 13 | 16 | 13 | 11 | 15 | | 148 |
| 5 | Total MME | 3846 | 2909 | 4711 | 4422 | 3887 | 3886 | 3930 | 4321 | 4335 | 3210 | 3080 | | 42537 |
| 6 | Total MME/Total # of Prescriptions | 0.41 | 0.28 | 0.40 | 0.29 | 0.41 | 0.36 | 0.42 | 0.44 | 0.45 | 0.36 | 0.32 | | 4 |
| 7 | # of Patients with a Total Daily MME 50-89 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | | 5 |
| 8 | # of Patients with a Total Daily MME 90-149 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 0 |
| 9 | # of Patients with a Total Daily MME ≥150 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 0 |
| 10 | # of Patients with Opioid + BZD 50-89 MME | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 1 |
| 11 | # of Patients with Opioid + BZD ≥90 MME | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 0 |
| 12 | # of Nasal or Injection Naloxone Prescriptions | 2 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 2 | | 8 |
| 13 | # of Buprenorphine (any) Prescriptions | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 2 | 1 | | 11 |
| 14 | # of Oral Methadone Prescriptions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 0 |

| | METRIC | SOURCE |
|----|---|---|
| 1 | Total # of Prescriptions | RPMS AMIS: NEW + REFILL = Total |
| 2 | # of Opioid Prescriptions | RRIP: Total CS by Div Tab |
| 3 | # of Patients Receiving Opioids | RRIP: TDMME by Patient Tab |
| 4 | Average Daily MME/RX | RRIP: DMME by Div Tab |
| 5 | Total MME | RRIP: TMME by Div Tab |
| 6 | Total MME/Total # of Prescriptions | RRIP and RPMS AMIS: 'Total MME' is divided into 'Total # of Prescriptions' which will auto Calculate to get a ratio |
| 7 | # of Patients with a Total Daily MME 50-89 | RRIP: Manual Count > TDMME by Patient Tab |
| 8 | # of Patients with a Total Daily MME 90-149 | RRIP: Manual Count > TDMME by Patient Tab |
| 9 | # of Patients with a Total Daily MME ≥150 | RRIP: Manual Count > TDMME by Patient Tab |
| 10 | # of Patients with concurrent oral Opioid + oral BZD (chronic) with 50-89 MME | RRIP: Manual Count > TDMME by Patient Tab |
| 11 | # of Patients with concurrent oral Opioid + oral BZD (chronic) with ≥90 MME | RRIP: Manual Count > TDMME by Patient Tab |
| 12 | # of Nasal or Injection Naloxone Prescriptions | RPMS DUER |
| 13 | # of Buprenorphine (any) Prescriptions | RPMS DUER |
| 14 | # of Oral Methadone Prescriptions | RPMS DUER |

[illegible]

Opioid Stewardship Resource Site



The screenshot shows the HSAG (Health Services Advisory Group) website. At the top, there are logos for Quality Improvement Organizations and HSAG, along with navigation links like 'Login: Partners | Employees', 'Select Language', and a search bar. A large red oval with the word 'New!' is overlaid on the right side. The main content area is titled 'Opioid Stewardship' and includes a breadcrumb trail: 'You are here: Home ► Medicare Quality Improvement (QIO) ► Hospitals Task Areas ► Opioid Stewardship'. Below this, there's a section 'About Opioid Stewardship' with a paragraph explaining the opioid epidemic and the purpose of the resource site. To the right, there's a sidebar titled 'Opioid Stewardship Assessments' with a list of 'Download PDF versions:' including 'Emergency Department OSP Assessment', 'Acute Care Provider OSP Assessment', and 'Skilled Nursing Facility (SNF) Pain Assessment and Management Program'. Below the sidebar, there's a section for 'Prescribing Guidelines' with dropdown menus for 'National', 'Arizona', and 'California'. Further down, there's a 'Commitment' section with a small icon. At the bottom, there's a 'PDMP Workflow' dropdown menu and a 'QIO Events' link. The URL 'https://www.hsag.com/osp-resources' is displayed in the center of the page.

Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

HSAG HEALTH SERVICES ADVISORY GROUP

Login: Partners | Employees Select Language Search Go

Home About Ca

You are here: Home ► Medicare Quality Improvement (QIO) ► Hospitals Task Areas ► Opioid Stewardship

Opioid Stewardship

About Opioid Stewardship

The opioid epidemic continues to be a serious public health threat nationally. The primary evidence-based strategy to effectively address this crisis in our healthcare communities is a having a robust opioid stewardship program (OSP). To support provider OSP implementation efforts, HSAG has developed this resource site to provide guidance and information from safe and appropriate prescribing of opioids to navigating the complex issues associated with opioid use disorder (OUD). The following resources are categorized by the elements of opioid stewardship they support and include gap assessments, links to guidelines, webinars, and vetted evidence-based literature and toolkits.

Prescribing Guidelines

National

Arizona

California

Commitment

Opioid Stewardship Assessments

Download PDF versions:

- Emergency Department OSP Assessment
- Acute Care Provider OSP Assessment
- Skilled Nursing Facility (SNF) Pain Assessment and Management Program

Opioid Stewardship Quickinars & Assessments

Medicare Quality

QIO Events

PDMP Workflow

<https://www.hsag.com/osp-resources>

Action Items by Next Quickinar (1/13/2022)

1. Review Dashboard Resources on the HSAG OSP Resource Page.

2. Identify quality metrics for your opioid dashboard.



OSP “Quickinar” Schedule: Mark Your Calendars

OSP Quickinar Kickoff: Introduction to Opioid Stewardship and Quickinar Format

Thursday, October 21, 2021 | 10:30–11:00 a.m. PT



Partnering with Pharmacists for ongoing Medication Management

Thursday, February 10, 2022 | 10:30–11:00 a.m. PT

OSP Assessment Overview

Thursday, October 28, 2021 | 10:30–11:00 a.m. PT

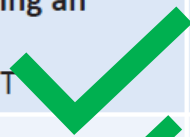


Double Trouble: Benzos and Opioids Harm Reduction with Naloxone

Thursday, March 10, 2022 | 10:30–11:00 a.m. PT

Interpreting the OSP Assessment Results/Developing an Action Plan

Thursday, November 18, 2021 | 10:30–11:00 a.m. PT



MAT: Prescribing Buprenorphine

Thursday, April 14, 2022 | 10:30–11:00 a.m. PT

Developing a Dashboard

Thursday, December 9, 2021 | 10:30–11:00 a.m. PT



Getting Patient Buy-in through Education

Thursday, May 12, 2022 | 10:30–11:00 a.m. PT

Screening Patients for OUD Risk and Opioid Withdrawal

Thursday, January 13, 2022 | 10:30–11:00 a.m. PT

Reevaluating Your Program and Celebrating Success

Thursday, May 26, 2022 | 10:30–11:00 a.m. PT

A Good Discharge Plan for Pain Management with Opioids

Thursday, January 27, 2022 | 10:30–11:00 a.m. PT

Register for the entire OSP “Quickinar” series today!
bit.ly/OpioidStewardshipProgramQuickinars



Please Take 5 Seconds and Let Us Know



We want this call to be meaningful to you, so we need your input.

At the end of the webinar, you will be asked **one question** to determine if this call equipped your organization to begin implementing opioid stewardship practices.



Thank you!

Claudia Kinsella | ckinsella@hsag.com

Jeff Francis | jfrancis@hsag.com



CMS Disclaimer

This material was prepared by Health Services Advisory Group (HSAG), a Quality Innovation Network-Quality Improvement Organization (QIN-QIO) under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication No. QN-12SOW-XC-12082021-01