



Making Patient-Centered Care Work: Building Patient Advisory Committees in Substance Use Treatment Organizations

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CONFLICT OF INTEREST DISCLOSURE

Andrew Reynolds and Christy Nolan



We have no conflicts of interest to disclose.

PCORI HCV STUDY



- PI: Andy Talal, University of Buffalo
- This study is comparing two ways to treat hepatitis C in patients who are getting methadone treatment.
- Arm 1: Patients get treatment through telemedicine while they are at a methadone clinic. In telemedicine, a doctor uses videoconferencing from another location to meet with the patient.
- Arm 2: Standard of care. Patients get in-person treatment from a liver specialist who is not at the clinic.

PATIENT-CENTERED CARE



- Patient-centered care is the practice of caring for patients in ways that are meaningful and valuable to the individual patient.
 - It includes listening to, informing and involving patients in their care.
- We need to create space for patients to provide input. This is especially true for patients who have had negative and stigmatizing interactions, especially around disclosure within the medical system.
- People who use drugs are especially in need of patient-centered care.
 - This includes people who formerly used drugs and/or on MAT

CORE COMPONENTS OF PATIENT-CENTERED CARE



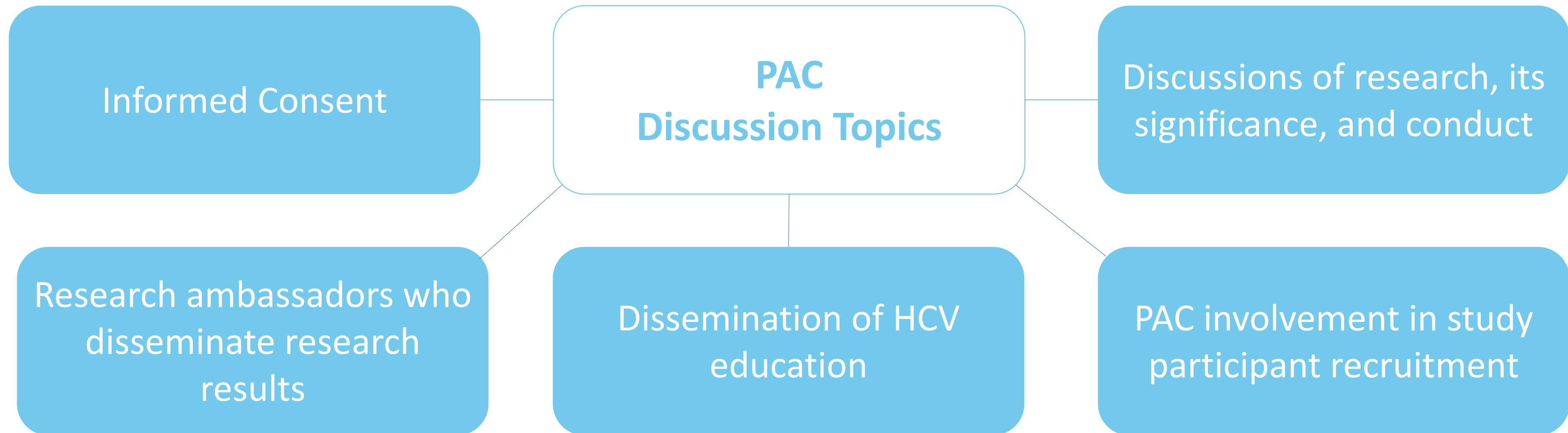
- Respecting peoples' values and putting people at the center of care
- Considering peoples' preferences and expressed needs
- Coordinating and integrating care, working together to ensure reciprocal communication, information, and knowledge exchange
- Ensuring individuals' safety and comfort
- Promoting patients' support systems through patients' social networks
- Ensuring continuity between and within health care services
- Ensuring access to appropriate care when needed

CREATING A PATIENT-CENTERED CARE PRACTICE THROUGH COLLABORATION



- A Patient Advisory Committee (PAC), also called a community advisory board (CAB), creates opportunities for patients receiving care at their respective clinic to provide feedback to the overall health care system that they attend.
- They are valuable additions to our program and clinical operations and services.
 - Applicable in a wide array of settings and services, including but not limited to medical programs, syringe service programs, substance use treatment programs, etc.

7 ROLE OF THE PAC/CAB



PATIENT ADVISORY COMMITTEE SET-UP



- 2 representatives from each of the 12 sites
- We meet quarterly
- Agendas are prepared with input and feedback from both clinical staff and patients
- We have been meeting weekly since COVID-19 shelter-in-place orders went into effect, shifting more towards an educational and support group

PATIENT ADVISORY COMMITTEE ACCOMPLISHMENTS



- HCV educational and training sessions
- A patient-centered study fact sheet
- Training and fact sheet on HCV medication adherence
- Organized and presented at a University of Buffalo conference on improving the care of PWID and improving participation and retention in research.
- More to come in the future, including research result dissemination

PAC DISSEMINATION STRATEGY



- Create a dissemination plan for the study
- Disseminate research results to study participants
- Disseminate research results to participating agencies and clinics
- Disseminate research results to the community
- Disseminate research results to policymakers



Culture

Local champion
Supportive and engaged OTP staff from all levels

Respect

Patient trust of OTP staff
Patient-centered approach to research and clinical care

Advantages

One-stop shopping
Patients recognize convenience of integrated services

Engagement

Onsite education
Activities to foster engagement, such as onsite meetings and appreciation events

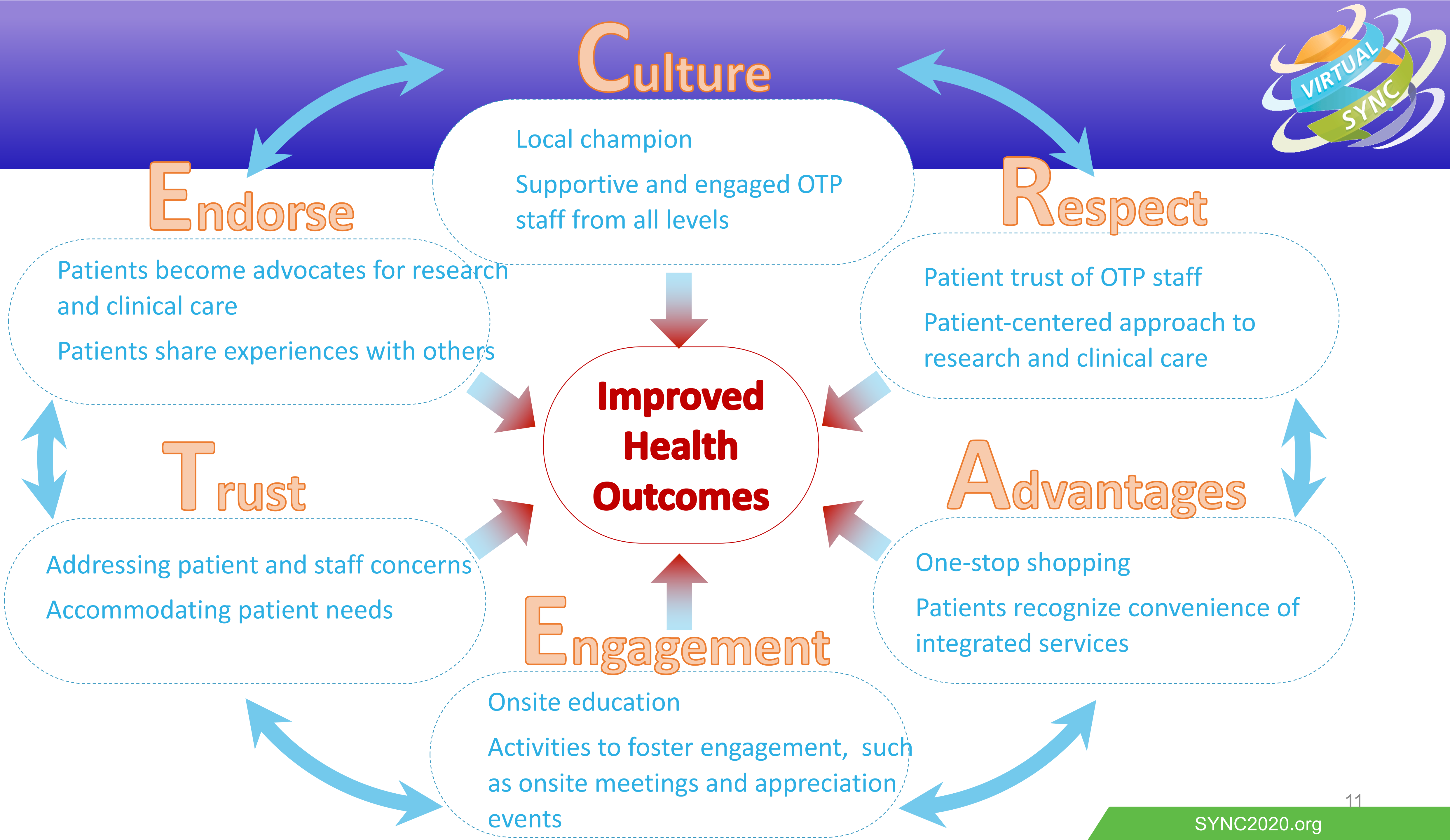
Endorse

Patients become advocates for research and clinical care
Patients share experiences with others

Trust

Addressing patient and staff concerns
Accommodating patient needs

Improved Health Outcomes



CONCLUSIONS



- Patient-Centered Care is impossible without patient input and engagement
- A PAC/CAB is an essential way to engage patients and bring their voice to clinic and program operations
- All programs serving people who use drugs should have a PAC/CAB