Evaluation of an Electronic Information System to Enhance Practice at a Medication-Assisted Opioid Treatment Program

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AIMS
START Treatment & Recovery Centers (formerly Addiction Research and Treatment Corporation) is an outpatient medication-assisted opioid treatment program that also provides primary medical care, including HIV/AIDS care for approximately 3,000 predominantly minority adults in New York City.

We received National Institute on Drug Abuse (NIDA) R01 research funding to evaluate the implementation of an electronic health information system integrating counseling, social services, medical services, case management, HIV services, methadone dispensing, and administrative/fiscal data.

METHODS
For the research aspects of this project, the following was found:

- For Quality, pre-implementation annual medical assessments and annual, 30-day, and 90-day multidiscipline assessments were timely for 83% and 70%, 72%, and 42% of cases, respectively. Post-implementation, the timeliness of annual medical and multidiscipline assessments was 97% and 96%, 87% and 70% respectively, all highly statistically significant improvements. Hepatitis C viral load blood testing was appropriately performed in 83% of cases pre-implementation and in 81% of cases post-implementation; a non-statistically significant difference.
- For Satisfaction, there was no change for patients and a non-statistically significant upward trend post-implementation for counselors.
- Productivity tended to decline post-implementation; reaching statistical significance for counselors.
- Financial Performance (revenue per capita) did not change significantly.

Detailed findings were recently published in the March/April 2014 issue of the Journal of Addiction Medicine: 8(2) 96-101.

RESULTS: RESEARCH
For the research aspects of this project, the following was found:

- Quality: pre-implementation annual medical assessments and annual, 30-day, and 90-day multidiscipline assessments were timely for 83% and 70%, 72%, and 42% of cases, respectively. Post-implementation, the timeliness of annual medical and multidiscipline assessments was 97% and 96%, 87% and 70% respectively, all highly statistically significant improvements. Hepatitis C viral load blood testing was appropriately performed in 83% of cases pre-implementation and in 81% of cases post-implementation; a non-statistically significant difference.
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- Productivity: tended to decline post-implementation; reaching statistical significance for counselors.
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RESULTS: OUTCOMES

RESULTS: COMPLIANCE

RESULTS: PRODUCTIVITY

CONCLUSIONS
Despite serving a racially, ethnically, and economically disenfranchised population that has historically experienced significant disparities in access to and quality of healthcare services; given the right tools, high performance standards can be set, measured, and in many instances met for even the most challenging patients.

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