

Introduction

The University of Pittsburgh Medical Center's Insurance Services Division (UPMC-ISD) is committed to supporting the National Academy of Medicine's Action Collaborative on Countering the U.S. Opioid Epidemic. As an integrated Finance and Delivery System of Care, we collaborate with UPMC and community providers on clinical care, education, research, and disseminating information to individuals and family members affected by opioid (OUDs) and other substance use disorders (SUDs). We developed and/or implemented educational and clinical programs and services, and disseminated written, video or e-products to providers, patients prescribed opioids or with an OUD, pain patients, health plan members, families affected by a loved one's SUD, politicians, and other community members. We collaborate with national, state, and local organizations in addressing opioid issues; our President/CEO testified at the President's Commission on the Opioid Epidemic.

Education and Training

We partner with UPMC and community providers, the medical school, and others to provide education and training for healthcare professionals and trainees from all disciplines, and other community members. We provide or facilitate education for patients in medical, psychiatric or addiction systems, and family members affected by a loved one's SUD. We organize conferences, webinars, Facebook live events, telehealth townhalls, podcasts, addiction and recovery grand rounds, on-site clinical educational programs, and specialty programs such as naloxone distribution and education for OUD patients in the ED, or family members affected by a loved one's OUD. We disseminate written information about treatment and services to providers, patients and families, and provide links to national, state, local, mutual support and other community resources.

Opioid Prescribing Guidelines and Evidence Standards

Our pharmacy proactive formulary and drug utilization management strategies, fraud and abuse, pain management, polypharmacy, pregnancy and triple threat drug utilization reviews, and physician benchmarking program have impacted on a reduction of inappropriate opioid prescriptions and improvement of patient care. An increase in the use of the Prescription Drug Monitoring Program, increase in non-medication treatments of pain, and other care management interventions have improved patient outcomes and led to more patients engaging in OUD treatment and recovery.

Prevention, Treatment, Recovery

We facilitated an increase in screening and evaluation of substance use throughout UPMC by funding patient navigators or other positions in hospital systems, providing value-based payments to select medical practices, and implementing SBIRT in adolescent practices. This has led to an increase in individuals engaging in treatment. Our educational programs and consultations have also increased the number of UPMC and community sites providing medications for OUDs. We support health plan members and families through numerous education, health coaching or other initiatives.

Research, Data, Metrics

We reached 30,000+ individuals with our educational initiatives. Our data shows an increase in MAT for OUDs in medical settings, more patients receiving behavioral therapies, and a reduction of ED visits, inpatient admissions, and overdose visits to 18 UPMC Emergency Departments. We increased the focus on, and reached, more families affected by a SUD in our educational, clinical and outreach programs.