

TITLE: A Quality Improvement Project: Developing a Controlled Substance Review Committee at a Federally Qualified Health Center

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STUDENT SUBMISSION: Yes

TOPIC/TARGET AUDIENCE: policy makers, researchers I am unsure the role program developers and evaluators have specifically but imagine this presentation could be relevant for this group as well.

ABSTRACT: Discussions about controlled substance medications can cause distress because patients may feel frustrated and abandoned as practice changes, while providers struggle with the responsibility of safely managing symptoms. This distress can negatively impact the therapeutic relationship, lead to high levels of provider burn-out and distress, and contribute to patient dissatisfaction. Controlled substance review committees (CSRCs) focus on providing support for difficult cases involving controlled substance (CS) prescribing. Evidence has shown these committees decrease strain placed on patient-provider relationships and improve health outcomes. This quality improvement (QI) project details the development of a CSRC including coordinating interested participants and formalizing logistics for case referral and review process at a metropolitan nonprofit community health organization. The aim of this QI project was to provide clinical support for challenging cases involving CS treatment planning through a committee of interprofessional staff offering individualized evidence-based recommendations and resources. Identified project aims included improving therapeutic relationships, decreasing staff burnout and workplace distress, and improving safety related to CS treatment planning. The clinic expressed strong interest in continuing with the CSRC and will be evaluating the effectiveness of the case referral and review process on project aims as important next steps. This project also adds to the limited evidence for interventions aimed at improving health outcomes related to controlled substance prescriptions and addressing a public health crisis.

OBJECTIVE(S): Describe the significance of additional clinical supports through an interdisciplinary committee to improve health outcomes involving controlled substance treatment planning for patients and staff. Design a controlled substance committee at a clinic providing whole health care, as well as, a case referral and review process to provide evidence-based recommendations through harm reduction and clinical ethics lenses. Explain how such a committee helps address a local and national public health crisis related to controlled substance prescriptions.
