

## Background

- Due to the nature of substance use or abuse, patients often have underlying psychiatric illnesses which may lead to behavioral problems while receiving treatment on a medical surgical unit (Ford, Bammer, & Becker, 2008).
- Nurses' attitudes, beliefs, and confidence in caring for patients with substance use problems influence the manner of care delivery (Vadlamudi, Adams, Hogan, Wu, & Wahid, 2008) and can negatively impact the nurse patient relationship and the quality of the care provided (Chu & Galang, 2013; Crothers & Dorrian, 2011).
- Patients with mental health and substance abuse issues require specific nursing skills and intervention for effective and safe care on medical/surgical units.
- At present, there is not a consistent approach to managing mental health care needs for this vulnerable population; which can lead to suboptimal in hospitalized patients and can contribute to low quality outcomes (Rosenthal, E.S. et al., 2016).

## Setting

- UK HealthCare is a 2 hospital system including an academic medical center (Chandler Medical Center) and a community hospital (UK Good Samaritan Hospital) totaling 945 licensed beds.
- UK HealthCare manages a 239 bed state psychiatric hospital (Eastern State Hospital).



## Partnership Strategies

The goal of this partnership was to systematically address the substance use and mental illness needs of our patients. In order to systematically address these issues, the two hospitals developed the following strategies (Figure 1):

1. The establishment of a multidisciplinary substance use task force
2. Use of behavioral contracts or care management agreements
3. Weekly huddles to proactively identify potential issues and monitor progress, as needed
4. Formal multidisciplinary huddles to develop individualized plans of care
5. Sharing of expert resources

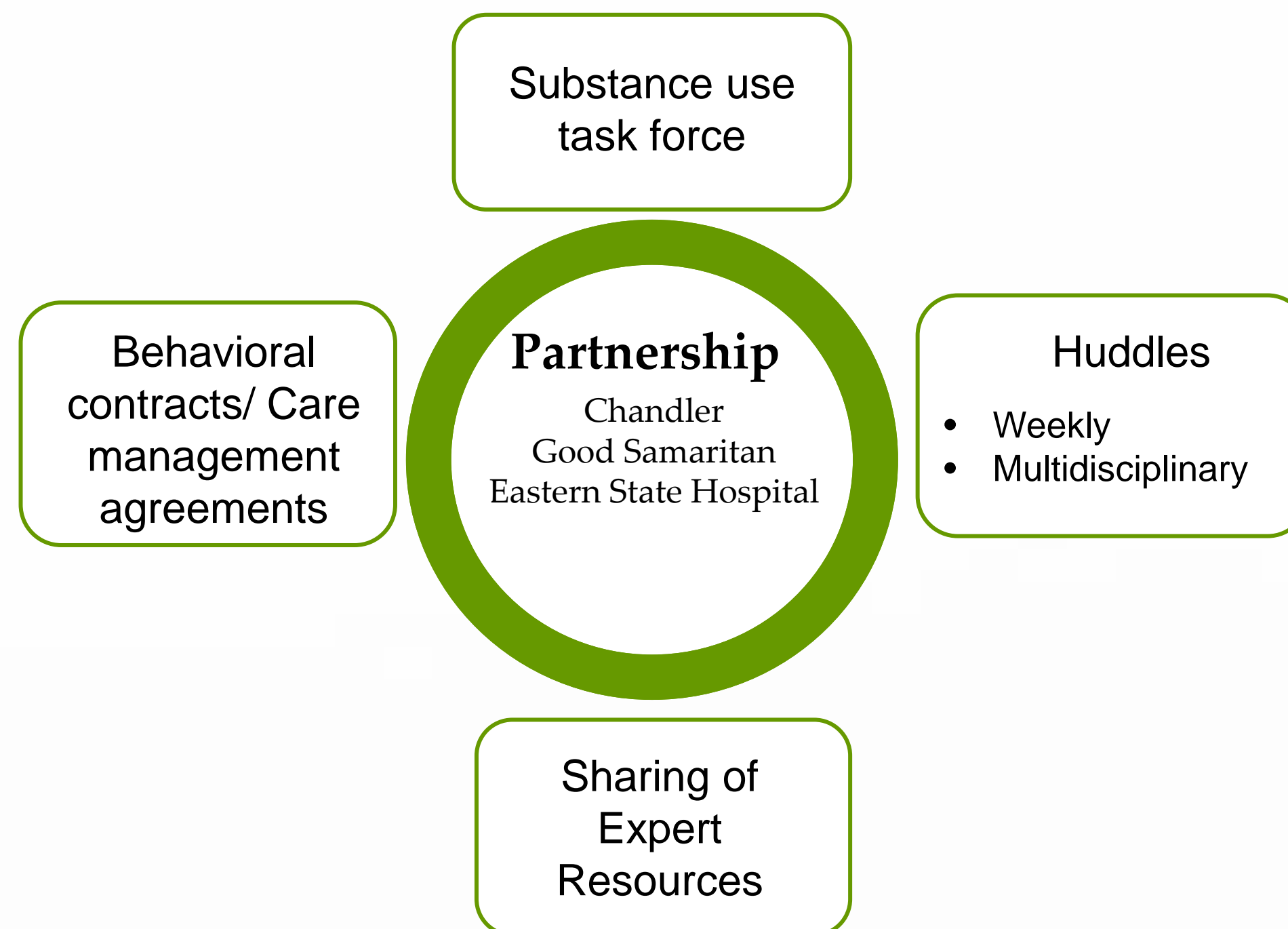


Figure 1. Partnership Strategies

## Substance Use Task Force

- Inter-professional task force charged to develop substance use treatment processes that address the following:
  - Evidence-based protocols for opioid use disorder
  - Standardized treatment plans for medication assisted therapy (MAT) and withdrawal treatment
  - Outpatient follow-up and/or residential treatment

## Huddles

Nursing-led (weekly) or multidisciplinary huddles that aim to:

- Identify patients that have behavioral health challenges
- Structure conversation for understanding patients' needs
- Develop personalized treatment plans
- Identify supports needed to take care of the patients
- Determine referrals for patients as needed
- Provide support for nursing staff
- Determine most appropriate setting/care venue for patients with more complex needs (multidisciplinary)

## Sharing of Expert Resources

- Bringing medical expertise to the psychiatric hospital and mental health expertise to the acute care medical floors
  - ESH involvement in weekly enterprise complex case review
  - Behavioral interventionist
  - Rec therapist and social workers
  - Wound care specialist
  - Acute care patients attending group therapy in the behavioral health unit

## Behavioral Health Contracts/ Care Management Agreements

- A behavioral contract is developed between the attending provider and the patient which addresses:
  - Treatment plan compliance
  - Behavioral expectations

MEDICATION CONTRACT

As a patient of Dr. \_\_\_\_\_, I have agreed to receive inpatient treatment of IV medications for my condition \_\_\_\_\_.

While I am receiving this treatment, I agree to abide by the following rules:

1. I will not smoke in my room.
2. I will not use illegal or street drugs or another person's prescription.
3. I will not use my PICC line or my IV line for any purpose other than to receive my prescribed IV medication.
4. I will not obtain or attempt to obtain any medication or other controlled substance from any person other than my Doctor. I will not obtain any medication or other controlled substance from my relatives, visitors or my home.

## Lessons Learned

- Managing challenging behaviors requires a multiple strategy approach
- A strong working relationship between executive leadership and interdisciplinary teams is essential for success
- The need for champions to drive the process to challenge the status quo and drive innovation
- Leveraging existing expertise between partner organizations will lead to better care

## References

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