



## CASE STUDY

# Facilitating Consistency of Care for Patients with Substance Use Disorder

Bartlett achieved a **64% retention rate** for patients enrolled in a buprenorphine MAT program—15% higher than the national average

“With our 24/7 work hours, we generally have three attending providers within a 24-hour period. The Collective Platform helps us see and share clear snapshots of what’s going on with our high-use patients to help guide care and improve our awareness and understanding about what the backstory is on these patients.”

- **Claire Geldof**

ED RN Case Manager at Bartlett Regional Hospital

## Bartlett Regional Hospital

Juneau is a geographically-isolated city, landlocked, and home to only one hospital. Using the Collective Medical, Bartlett Regional Hospital connected its community providers to develop a strong, consistent, support system to help those struggling with substance use disorder (SUD).

Serving a city with a population of just over 32,000, Bartlett Regional Hospital wasn’t struggling with packed waiting rooms or a crowded ED. The hospital had the staff it needed. So when hospital leadership decided it was time to better address support systems for those with SUD, it wasn’t a reaction to a problem; it was a proactive initiative to mend a broken system

## The Challenge: Coordinating Care Inside and Out of the Hospital

Bartlett began by identifying gaps in community resources and meeting with primary care clinics and law offices to find solutions. Together, the city of Juneau developed a set of “Path to Recovery” resources for patients struggling with SUD. These resources included acute treatment, assessment intake, residential treatment, transitional housing, outpatient services, crisis carelines, overdose reversal kits, ongoing recovery support, and more. Other community resources included partnerships to educate about safe use of needles, provide clean syringes and needles—as well as Narcan overdose kits—and offer needle disposal facilities.

As the hospital’s community outreach expanded, Bartlett staff look for better ways to coordinate on patient care within the hospital as well.

The hospital ED averages three or more attending physicians within any given 24-hour period. Bartlett implemented Collective to start tracking patient visits within the hospital and coordinate collaboration with neighboring primary care and other providers.

## The Solution: Better Records for Better Collaboration

With the Collective, ED physicians and staff are able to quickly track where each patient is coming from, be aware of any critical information about SUD, and provide consistent care across shifts and visits. In addition, statewide Prescription Drug Monitoring Program (PDMP) integration with Collective enables physicians to also view relevant prescription histories as part of existing workflow and quickly identify patients struggling with prescription drug addiction. Claire Geldhof, ED RN case manager at Bartlett, explains:

“Collective’s platform has helped us maintain a continuity of care—within the hospital and the community. And now that it’s been married in to the PDMP, it has been an invaluable resource to our ED as patients travel through the community, state, and, in some places, nationwide.”

The platform also helps hospital staff track preliminary care requirements for admittance into local Medication Assisted Treatment (MAT) facilities—including bedside assessments, ED physicals, and critical patient info. Geldhof continues:

“Ideally, we provide a buprenorphine dose, make the patient comfortable, and coordinate use of care guidelines and community services to determine the best process for transitioning these patients smoothly to MAT.”

### Clinic Outcomes

Within nine months of platform implementation, Bartlett has achieved:

- A **63.6% retention rate** for Bartlett patients enrolled in a buprenorphine MAT program—**15% higher than the national average**
- A reduction in drug-related staph infections and endocarditis cases entering the ED

## TAKE CONTROL

[collectivemedical.com/opioid-epidemic](https://collectivemedical.com/opioid-epidemic)

## Coordinating with Stakeholders

To help better facilitate collaboration, Bartlett organized quarterly stakeholder meetings with other organizations throughout the Juneau community.

In these meetings, local care providers review what is working, what isn’t, and any changes that need to be made. This is just one more step in Bartlett’s collaborative approach to supporting SUD recovery. Nathan Peimann, ED physician at Bartlett explains:

*“The success comes because each stakeholder has different pieces of the puzzle to add—whether it’s helping someone get clean needles, or having a place to dispose of old needles, or helping someone get into a regular clinic that won’t stigmatize them and will get them the MAT they need. These coordinated projects are the kind of things that will change healthcare. It’s inspiring to see this community, with all its independent organizations, coming together.”*

Ultimately, Bartlett hopes to continue facilitating collaboration between the hospitals and others using community resources, in-person provider coordination meetings, and Collective Medical.

### About Collective Medical

Collective Medical provides the nation’s largest and most effective network for care collaboration. Our risk-adjusted event notification and care collaboration platform spans across all points of care—including hospitals, payers, behavioral and physical ambulatory, and post-acute settings. The Collective Platform uses the network to identify at-risk, complex patients and share actionable, real-time information with diverse care teams, leading to better care decisions.