



April 21, 2016

Dial In: 877.668.4493  
Code: 665 735 033





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**Madge Kaplan, IHI's Director of Communications,** is responsible for developing new and innovative means for IHI to communicate the stories, leading examples of change, and policy implications emerging from the world of quality improvement — both in the U.S. and internationally. Prior to joining IHI in July 2004, Ms. Kaplan spent 20 years as a broadcast journalist for public radio – most recently working as a health correspondent for National Public Radio. Ms. Kaplan was the creator and Senior Editor of Marketplace Radio's Health Desk at WGBH in Boston, and was a 1989/99 Kaiser Media Fellow in Health. She has produced numerous documentaries, and her reporting has been recognized by American Women in Radio and Television, Pew Charitable Trusts, American Academy of Nursing and Massachusetts Broadcasters Association.

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**Mara Laderman, MSPH**, is a Senior Research Associate at the Institute for Healthcare Improvement (IHI). She leads IHI's work in behavioral health, developing content and programming to improve behavioral health care. In addition, as a member of IHI's innovation team, she researches, tests, and disseminates innovative content to advance IHI's strategic priorities. Prior to IHI, she served as an external program evaluator for the Centers for Disease Control and Prevention and the Massachusetts Department of Public Health. At the Center for Multicultural Mental Health Research, she managed the National Latino and Asian American Study (NLAAS), a nationally representative psychiatric epidemiologic survey that investigated the effect of social and environmental factors on the mental health outcomes of Latinos and Asian Americans.

You can reach Mara at [mladerman@ihi.org](mailto:mladerman@ihi.org)

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**Lindsay A. Martin, MSPH**, Executive Director and Improvement Advisor, Institute for Healthcare Improvement (IHI), has been with IHI since August 2004, focusing on innovation and system-wide improvement. As Executive Director, she oversees IHI's Innovation process, working to find new solutions to difficult problems in health care and bringing those solutions into prototype testing, which often includes applying best practices and innovations from industries outside health care. As a result of her work on innovation projects, Ms. Martin serves as faculty for the business case for quality improvement, system measurement, and regional data as applied to improvement. In addition, she is IHI's content lead for employer driven health care. She serves as a coach to other health care organizations looking to implement innovation programs. As an Improvement Advisor, Ms. Martin serves as faculty teaching the Model for Improvement, reliability science, and data collection and analysis. She works with front-line teams in the US and abroad to better understand and apply quality improvement in their settings. Ms. Martin teaches quality improvement in the Health Policy and Management Department at the Harvard School of Public Health. In addition, she is a member of the Board of Trustees for the New England Organ Bank.

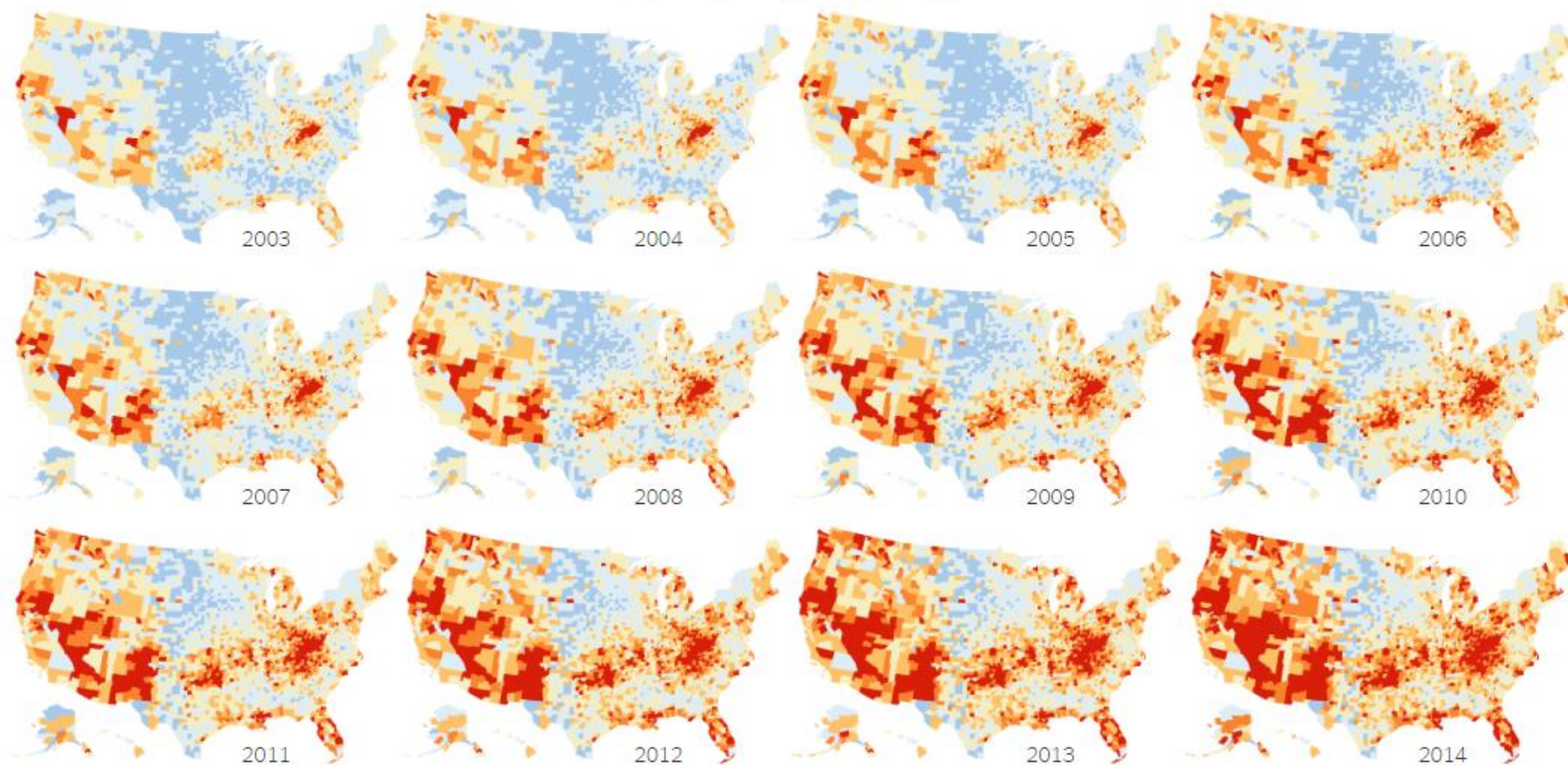
You can reach Lindsay at [Lmartin@IHI.org](mailto:Lmartin@IHI.org)

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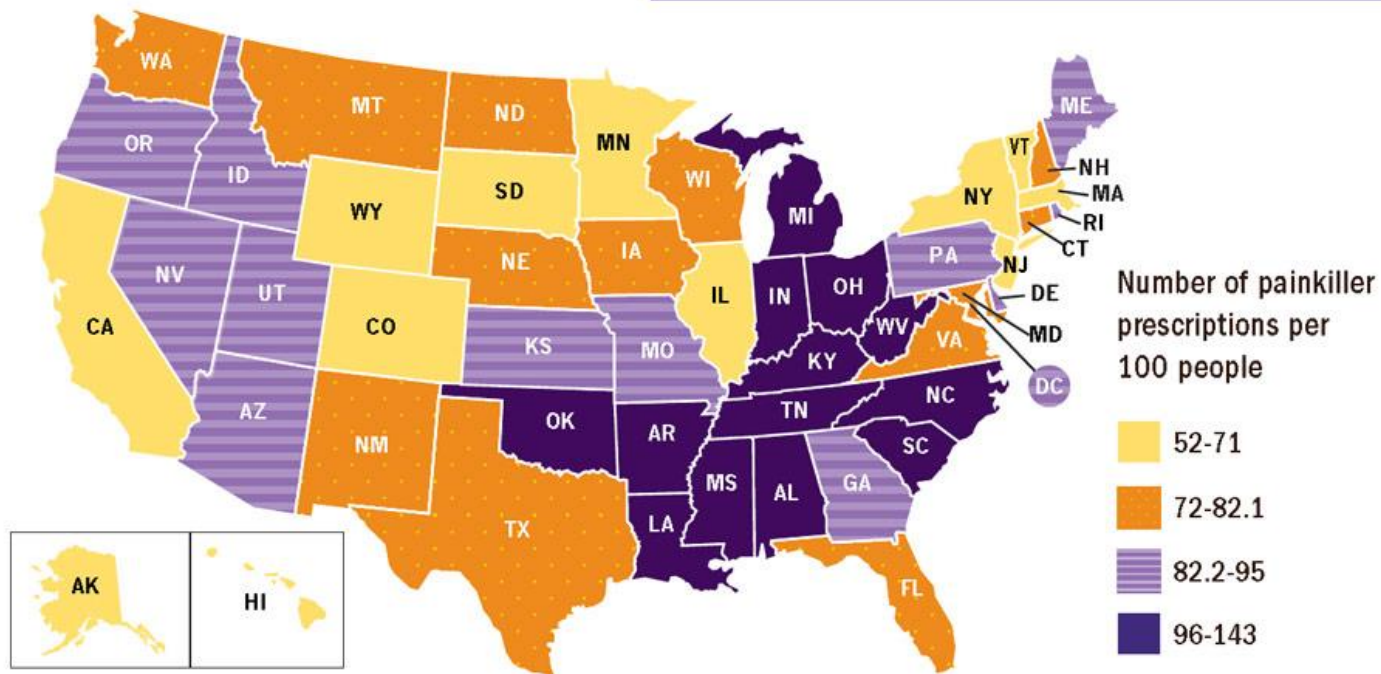
Overdose deaths per 100,000



# Recognizing local influences

The prescription opioid crisis and the heroin crisis look different regionally

Some states have more painkiller prescriptions per person than others.



SOURCE: IMS, National Prescription Audit (NPA™), 2012.



# Four Populations of Opioid Use

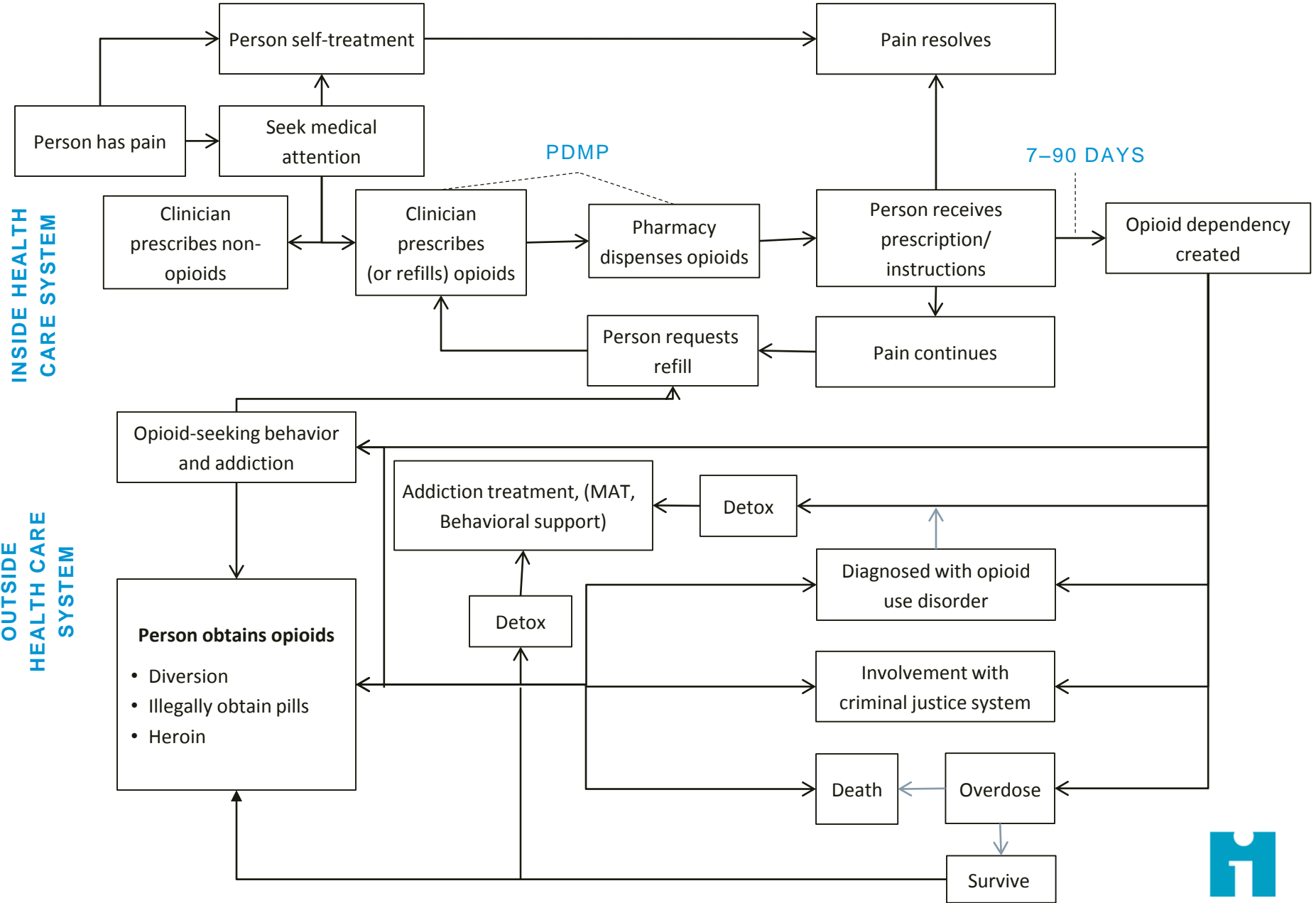
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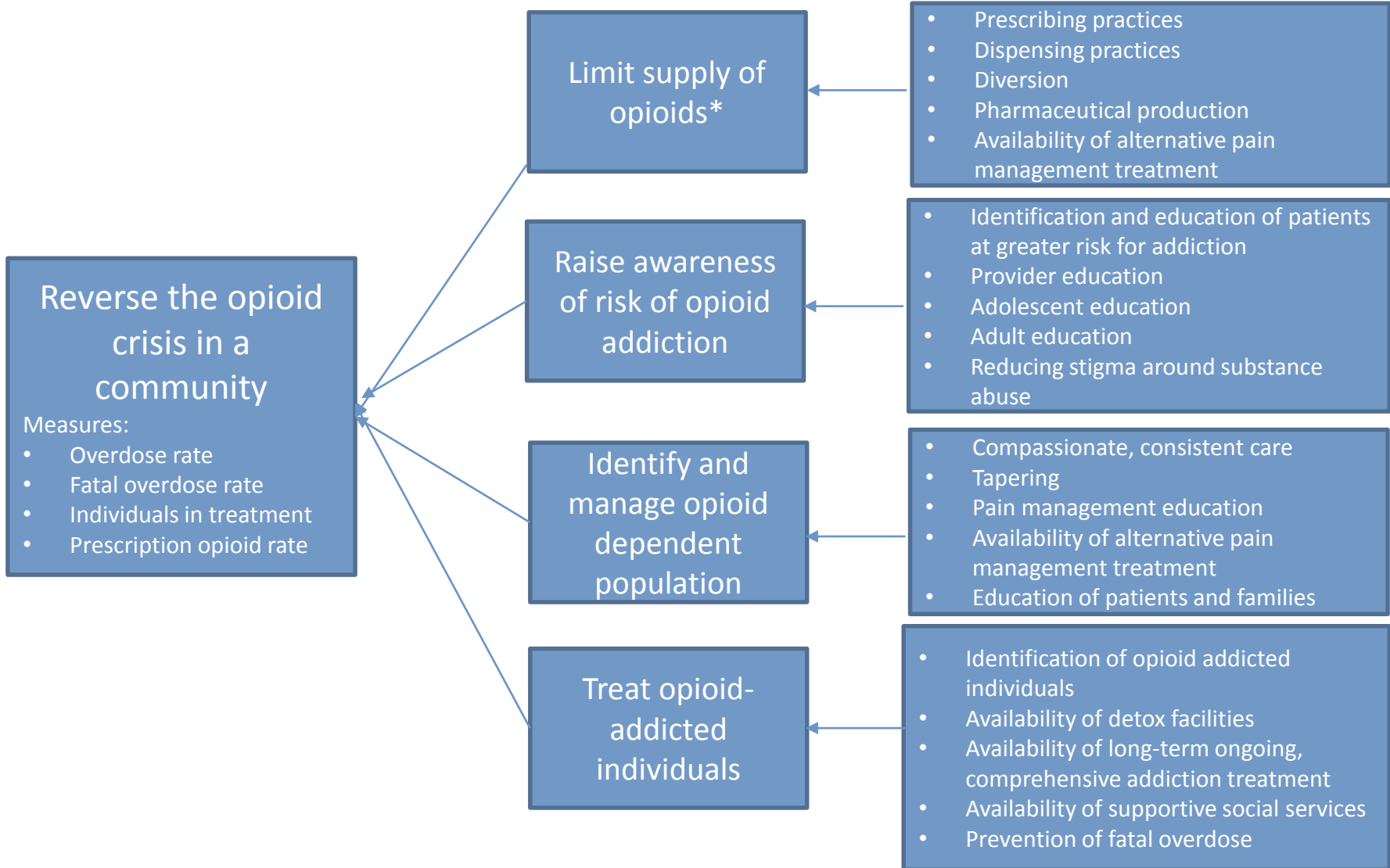
- **Naïve patient:** avoid starting, thus preventing opportunities for opioid use/abuse
- **High dose chronic use:** compassionately tapering opioids and moving to alternative pain management
- **Opioid dependent, seeking within health care:** addressing opioid-seeking behavior without moving patients to illegal means of obtaining opioids
- **Opioid dependent, seeking outside of health care:** addressing addiction behaviors and outcomes of opioid-seeking individuals





# SYSTEM VIEW: PRESCRIPTION OPIOID PATHWAY – OUTPATIENT SETTING







**Joel D. Hyatt, MD, FAAFP**, is Emeritus Assistant Regional Director, Community Health Initiatives for the Southern California Permanente Medical Group. As part of an integrated care delivery program with 13 medical service areas across Southern California, over 8000 physician medical group serving over 4 million members, Dr. Hyatt is experienced in large system clinical programs, planning, and support, including all aspects of quality assessment and improvement, risk management, utilization management, population and chronic conditions management, with special attention to clinical systems (IT) support, performance measurement, reporting and feedback. Recent areas of focus have been medication management, particularly safe opioid prescribing, for which he has been a leader within Kaiser Permanente, LA County SafeMedLA Coalition, California Health Care Foundation, CDC, and IHI. Currently he is co-chair of the Los Angeles County Prescription Drug Abuse Medical Task Force, Chair of the Institute for Healthcare Improvement (IHI) Safe Opioid Prescribing Innovation Project (2015), and on the Advisory Committee for the California Health Care Foundation (CHCF) Safe Opioid Prescribing Regional Coalitions Program. Dr. Hyatt is a recipient of the CHCF Leadership Fellowship (2002-2004), and has international health care consulting experience (Singapore, 2006, and National Health System Scotland, 2008)

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You can reach Dr. Hyatt at [Joel.D.Hyatt@Kp.org](mailto:Joel.D.Hyatt@Kp.org)



# Kaiser Permanente Southern California (KPSC)

- **Kaiser Foundation Health Plan (KFHP)**
  - 4.2 million members
- **Kaiser Foundation Hospitals (KFH)**
  - 13 Medical Service Areas across a large SCal geography
  - Pharmacy system – outpatient and inpatient
- **Southern California Permanente Medical Group (SCPMG)**
  - 8000+ physician multi-specialty group practice



# KPSC Framework for Safe & Appropriate Opioid Prescribing (SAOP) – 2010 - present

- Acknowledge the problem with data
- Leadership
- Build collaboration
- Educational plan
- Reliable data
- Safe prescribing guidelines into P&Ps, formulary
- Decision-support – leverage EMR, protocols, advice
- Peer support and peer pressure
- Pharmacy/ist engagement – “corresponding responsibility”
- Inter-specialty support agreements
- ED/Urgent Care practices
- Community collaboration

# KPSC Safe and Appropriate Opioid Prescribing Program Results (1/2010 – 12/2015)

- **85% lower** OxyContin (oxycodone LA) prescribing
- **66% lower** Opana ER (hydromorphone) prescribing
- **98% lower** opioid/acetaminophen Rx's > 200 tabs
- **95% lower** Brand opioid Rx's when generic available  
(Brand has greater street value for diversion)
- **84% lower** “trinity” prescribing (opioid + BZP + carisoprodol)
- **26% fewer** patients on  $\geq$  120 MED/day of opioids (2013-2015)

**Becoming Part of the Solution and Not Part of the Problem of Opioid Over-Prescribing in the U.S.**



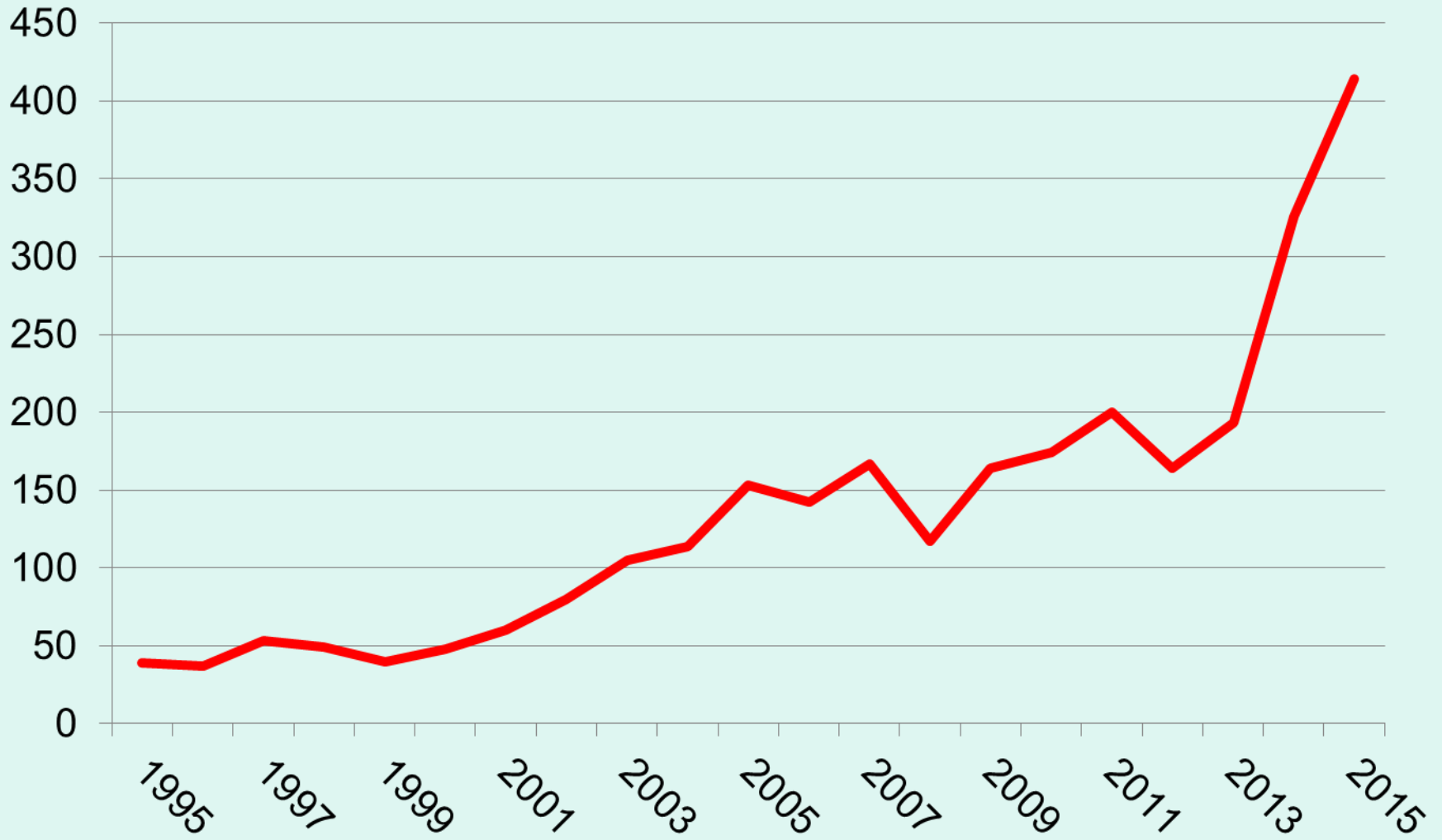
**Joseph A. Foster, JD**, was appointed to serve as Attorney General of New Hampshire by Governor Margaret Wood Hassan in May, 2013. Foster's priorities as chief law enforcement officer and chief legal counsel of the State include protecting our children, enhancing public safety, fighting opiate abuse, safeguarding the environment and fighting for consumers. Before joining the Office of the Attorney General, Foster worked for 29 years with the law firm of McLane, Graf, Raulersori & Middleton in Manchester, NH. He focused his practice on business bankruptcy matters, creditor-debtor rights, and commercial law. He also served for two, four year terms on the firm's Management Committee and was the Committee's chair in 2012. While at McLane, Foster ran and was elected to the New Hampshire House of Representatives from 1995-1998 and to the New Hampshire Senate from 2002-2008. He served as State Senate Majority Leader (2007-2008) and Chair of the Senate Judiciary Committee (2005-2008). Foster sponsored and helped pass a number of pieces of legislation including: the Child Protection Act, one of the nation's toughest laws designed to protect New Hampshire's children against sexual predators; an act enhancing penalties for crimes committed by street gangs; and a bill forming the Human Trafficking Study Commission which led to the passage of law criminalizing human trafficking.

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# NH Drug Deaths 1995-2015\*



3 pending cases



# Overdose Deaths by Town\* - 2015+

(Data Source: NH Medical Examiner's Office)

\*Location where the drug(s) is suspected to have been used.

+2015 data was reported on January 8, 2016.  
There are many more deaths that are suspected to be drug related, but the official cause of death is pending until the toxicology results are received.

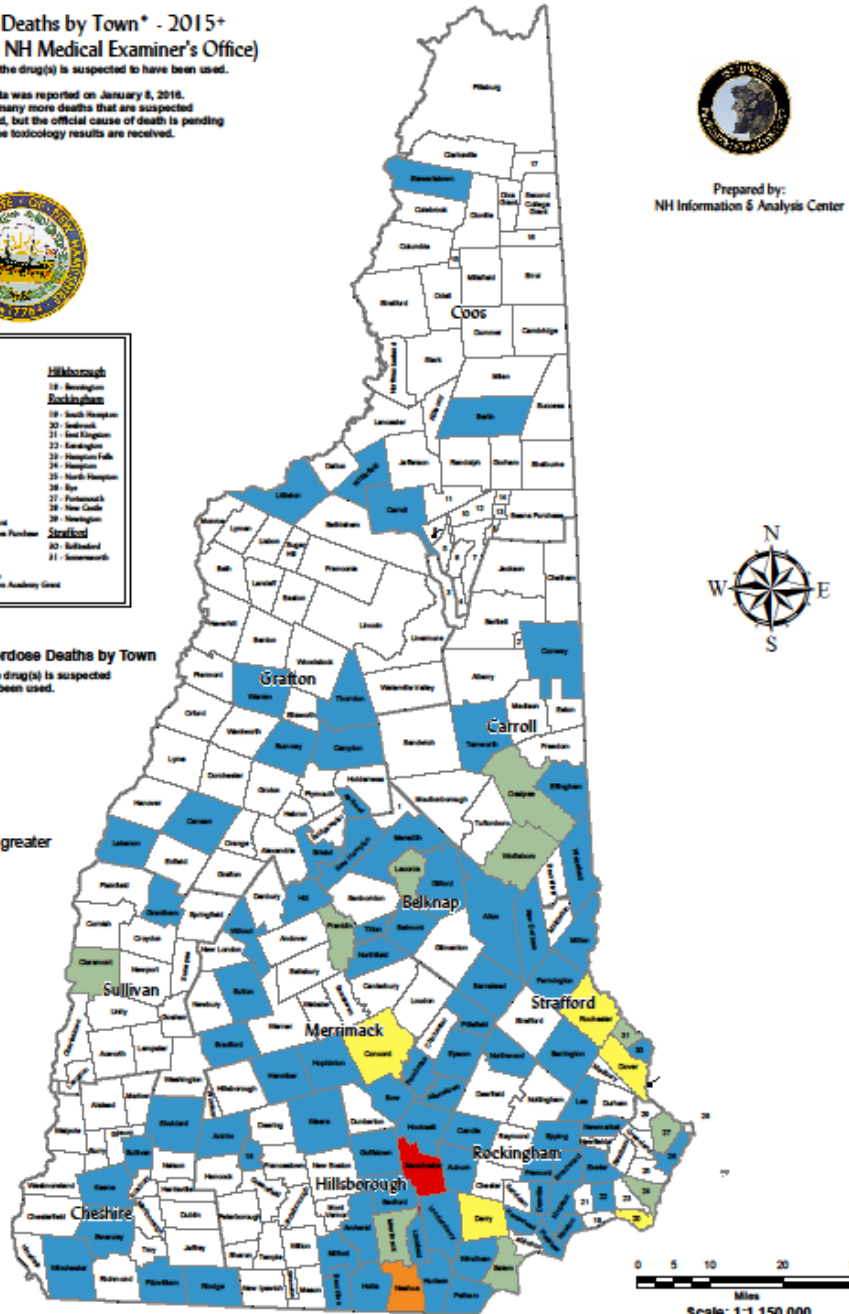
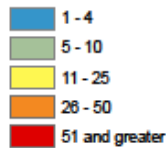


Prepared by:  
NH Information & Analysis Center

INDEX	
<b>Belknap</b>	<b>Hillsborough</b>
1 - Center Notch	19 - Bennington
<b>Carroll</b>	<b>Rockingham</b>
2 - Hills Location	19 - South Hampton
2 - Hills Location	20 - South
<b>Coos</b>	21 - East Kingston
4 - Hadley Purchase	22 - Kennebunk
5 - Swan Great	23 - Ossipee Falls
6 - Cady Great	24 - Hampton
7 - Sargent Purchase	25 - North Hampton
8 - Pillsbury Great	26 - Rye
9 - Crawford Purchase	27 - Portsmouth
10 - Chandler Purchase	28 - New Castle
11 - Lee & Minkley Great	29 - Newington
12 - Thompson & Minkley Purchase	<b>Strafford</b>
14 - Green Great	30 - Rollisford
14 - Martin Location	31 - Somersworth
15 - Evinge Great	
18 - Wrentham Location	
17 - Adams & Giberson Audubon Great	

## Number of Overdoses Deaths by Town

\*Location where the drug(s) is suspected to have been used.



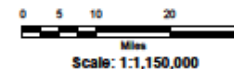
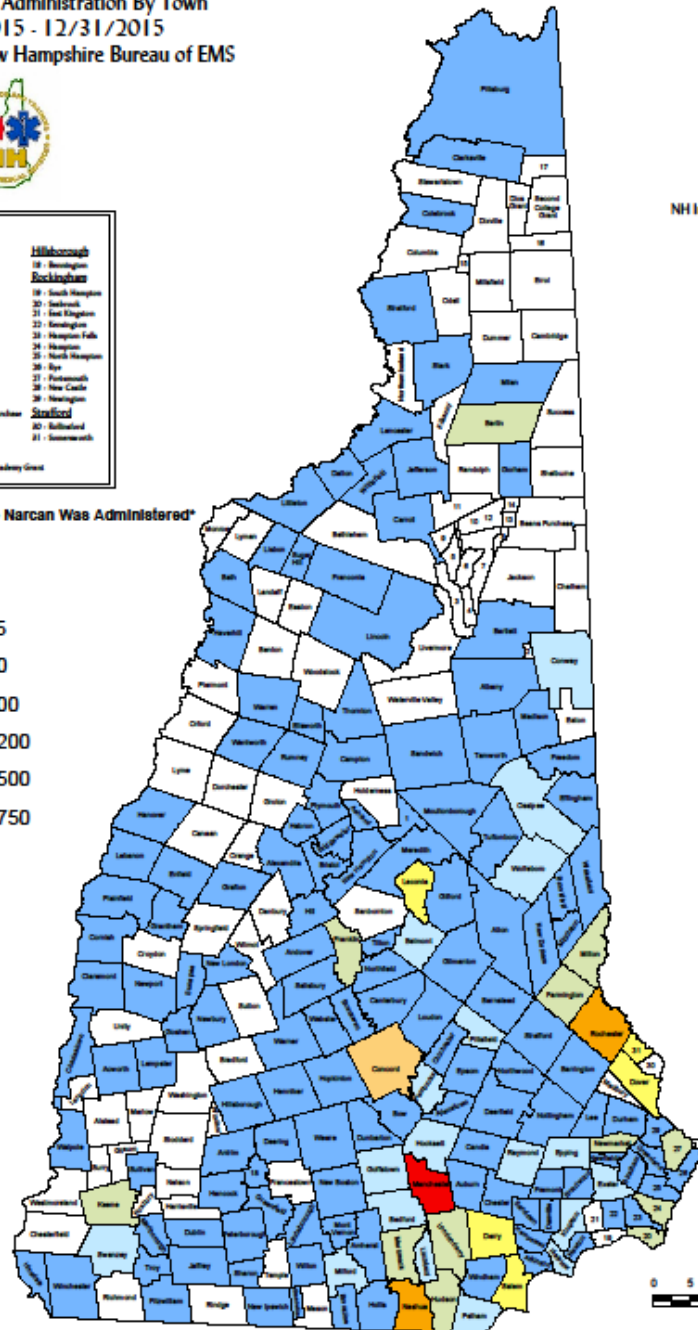
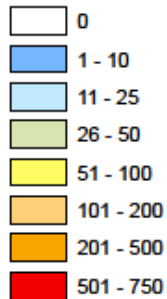
EMS/Narcan Administration By Town  
 1/1/2015 - 12/31/2015  
 Data source: New Hampshire Bureau of EMS



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 NH Information & Analysis Center

INDEX	
<b>Relates</b>	<b>Miscellaneous</b>
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2 - Admin Location	<b>Rockingham</b>
3 - Health Location	20 - South Hampton
<b>CASE</b>	21 - Southport
4 - Holiday Purchase	22 - Lee Village
5 - Beach Grant	23 - Hennepin
6 - Carle Grant	24 - Hampton Falls
7 - Seaport Purchase	25 - Hampton
8 - Phillips Grant	26 - North Hampton
9 - Crawford Purchase	27 - Ray
10 - Chandler Purchase	28 - Pittsford
11 - Lee & Roberts Grant	29 - New Castle
12 - Thompson & Moore Purchase	30 - Newington
13 - Green Grant	<b>Stratford</b>
14 - Martin Location	31 - Stratford
15 - Erving Grant	32 - Sutton
16 - Westworth Location	33 - Tilton
17 - Atkinson & Glenister Academy Grant	34 - Tilton

**\*Incidents Where Narcan Was Administered\***



# 2015 Data Through 4/14/2016

Total Drug Deaths 433

8 cases remain pending

Deaths Caused By Opiates/Opioids 396 **(91.5%)**

OPIATES/OPIOIDS	# OF DEATHS	
Fentanyl	160	} <b>75%</b>
Fentanyl and other drugs	78	
Heroin	32	
Heroin and other drugs	13	
Heroin and Fentanyl	43	
Other opiates/opioids	70	

EDUCATIONAL PROGRAM

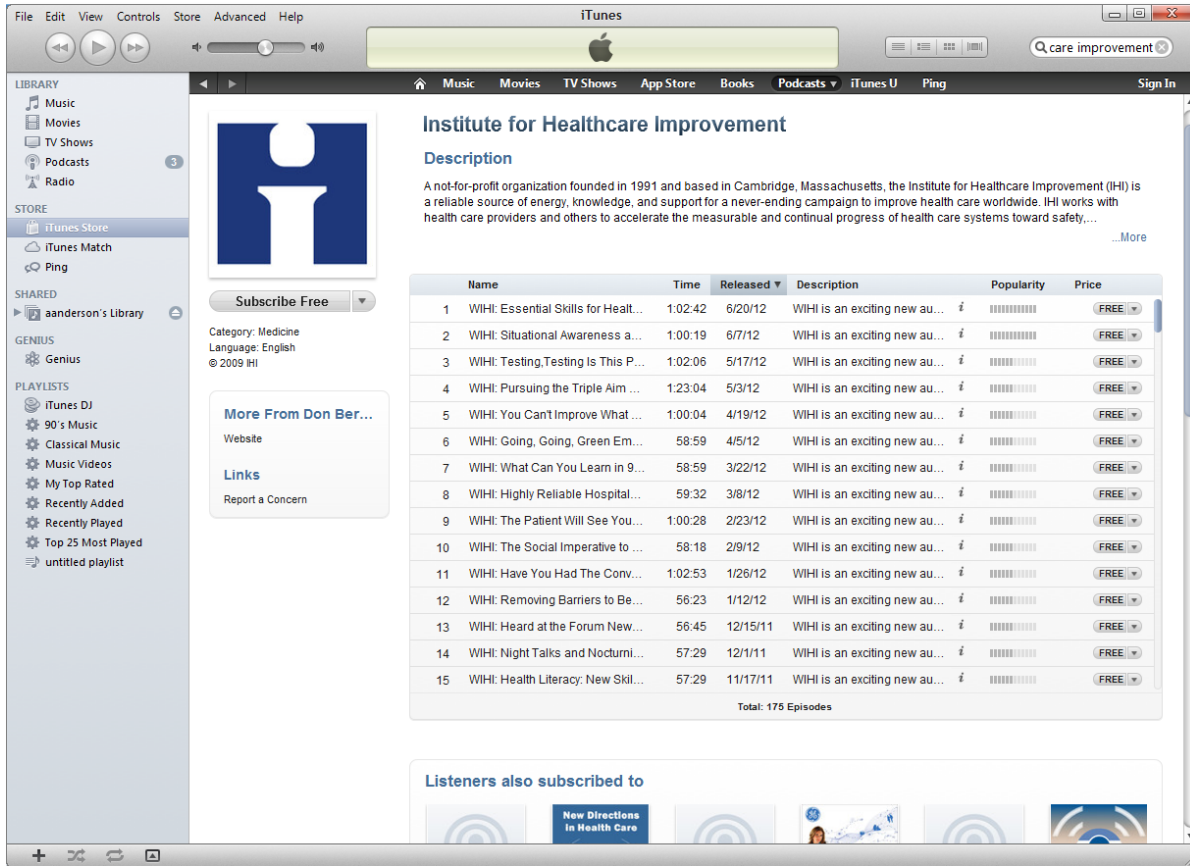


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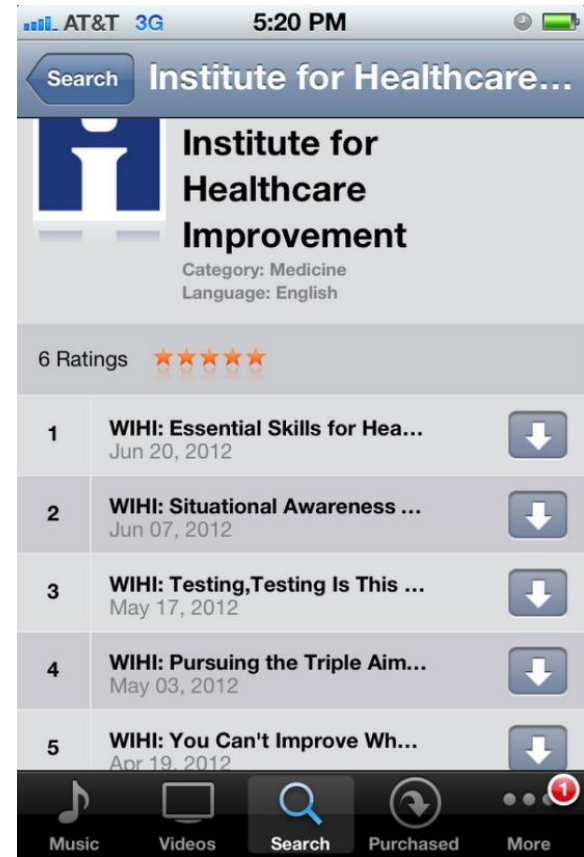
A not-for-profit organization founded in 1991 and based in Cambridge, Massachusetts, the Institute for Healthcare Improvement (IHI) is a reliable source of energy, knowledge, and support for a never-ending campaign to improve health care worldwide. IHI works with health care providers and others to accelerate the measurable and continual progress of health care systems toward safety....

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2 WIHI: Situational Awareness a...	1:00:19	6/7/12	WIHI is an exciting new au...	██████████	FREE
3 WIHI: Testing,Testing Is This P...	1:02:06	5/17/12	WIHI is an exciting new au...	██████████	FREE
4 WIHI: Pursuing the Triple Aim ...	1:23:04	5/3/12	WIHI is an exciting new au...	██████████	FREE
5 WIHI: You Cant Improve What ...	1:00:04	4/19/12	WIHI is an exciting new au...	██████████	FREE
6 WIHI: Going, Going, Green Em...	58:59	4/5/12	WIHI is an exciting new au...	██████████	FREE
7 WIHI: What Can You Learn in 9...	58:59	3/22/12	WIHI is an exciting new au...	██████████	FREE
8 WIHI: Highly Reliable Hospital...	59:32	3/8/12	WIHI is an exciting new au...	██████████	FREE
9 WIHI: The Patient Will See You...	1:00:28	2/23/12	WIHI is an exciting new au...	██████████	FREE
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11 WIHI: Have You Had The Conv...	1:02:53	1/26/12	WIHI is an exciting new au...	██████████	FREE
12 WIHI: Removing Barriers to Be...	56:23	1/12/12	WIHI is an exciting new au...	██████████	FREE
13 WIHI: Heard at the Forum New...	56:45	12/15/11	WIHI is an exciting new au...	██████████	FREE
14 WIHI: Night Talks and Nocturn...	57:29	12/1/11	WIHI is an exciting new au...	██████████	FREE
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