

Provider Bulletin

Molina Healthcare of California

<https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx>

December 26, 2023

- Imperial
- Riverside
- San Bernardino
- Los Angeles
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- Sacramento
- San Diego

2024 Opioid Care Honor Roll

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

What you need to know:

Cal Hospital Compare (CHC) encourages the treatment of opioid use in emergency departments. To address California's opioid epidemic and accelerate hospital progress, CHC publishes an annual Opioid Care Honor Roll to support continued quality improvement and recognize hospitals for their contributions. Interested hospitals who wish to participate in CHC's Honor Roll review can follow the directions under **Provider Action** to submit their application. Check out the attached FAQ for more information on this year's program.

When this is happening:

The 2024 Opioid Care Honor Roll assessment period is open from January 1, 2024, to March 31, 2024.

For more information, please consider joining one of CHC's upcoming office hours. You'll have a chance to get your questions answered and connect with peers.

- January 31 @ 10 a.m. – 11 a.m.
 - Link: <https://us02web.zoom.us/meeting/register/tZ0scu-vqjotGNVl9fqYRzsuyE2VR51Y5YQ2>
- March 6 @ 10 a.m. – 11 a.m.
 - Link: https://us02web.zoom.us/meeting/register/tZAqcOq-tqz4sH9l29iUN0H-KYj_pSd3ej15V

Thank you for your continued work to address Opioid Use Disorder and related deaths in your community!

Provider Action

Instructions for Self-Assessment Submission:

1. Download and review this year's Opioid Management Hospital Self-Assessment: <https://calhospitalcompare.org/programs/opioid-care-honor-roll/>.
 - a. CHC recommends that you give yourself at least 1 to 2 hours to review and answer the self-assessment as a team.
2. E-submit your hospital's responses to the 2024 Opioid Management Hospital Self-Assessment on the Microsoft Form. Upon completion, a copy of your assessment will be sent to you via email. You will also have the option to return to your application to make any edits by clicking on "Save my response to edit" on the last page of the form.
 - a. The E-Form asks for your self-assessment results and any feedback you might have on your progress and barriers. No supporting documentation is required.
3. If you need assistance or have questions, please contact Alex Stack, Director, Programs & Strategic Initiatives at: astack@cynosurehealth.org.



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
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FAQ: 2024 OPIOID CARE HONOR ROLL

What is the Opioid Care Honor Roll? To address California’s opioid epidemic and accelerate hospital progress to reduce opioid related deaths, CHC publishes an annual Opioid Care Honor Roll to support continued quality improvement and recognize hospitals for their contributions fighting the epidemic. Since 2019, CHC has used the *Opioid Management Hospital Self-Assessment* to assess hospital performance.

Who can participate in the Opioid Care Honor Roll? All California adult, and pediatric acute care hospitals. Each hospital must submit their own self-assessment, even if they are part of a systemwide initiative.

Why should my hospital participate in the Opioid Care Honor Roll?

Hospitals aiming to jump start or accelerate their work on opioid stewardship will have access to resources and peers to support their work, resulting in better patient care for individuals with OUD and those at risk. Improvement activities align with state/national improvement programs, and hospital accreditation requirements. CHC, along with CHHS Agency and other partners, will officially recognize hospitals on the honor roll, which will include recognition on the CHC website and via press release. All participating hospitals are encouraged to celebrate their commitment and action on the opioid crisis within their community.

What is the *Opioid Management Hospital Self-Assessment*? The *Opioid Management Hospital Self-Assessment* measures opioid safety across 4 domains (safe and effective opioid use, identification & treatment, overdose prevention, cross-cutting opioid management best practices). CHC designed this tool as both a measurement and quality improvement tool. The self-assessment is rooted in evidence-based guidelines and practices, the Joint Commission’s pain management standards, and the real-life expertise of our work group members. The tool outlines key milestones to achieving safe and effective opioid use but how hospitals get there is up to them.

When is the next assessment window? The 2024 application period is Jan 1, 2024 – Mar 31, 2024 and will assess progress made Apr 2023 – Mar 2024. Hospitals will submit their self-assessment responses via e-survey. Visit the [Programs](#) page on the Cal Hospital Compare website for additional details.

What score do I need to achieve the honor roll? The 2024 Opioid Care Honor roll will recognize 4 tiers of performance. Hospitals must score at least one point in each domain to be eligible for the *Opioid Care Honor Roll*.

1. Superior Performance: ≥ 34 points
2. Excellent Progress: 26 – 33 points
3. Most Improved: ≥ 5 points in comparison to 2023 results
4. Sustained Improvement: hospital achieves Superior Performance two years in a row

“My hospital is building a MAT dashboard to monitor our treatment of OUD. Also, we are implementing system-wide stigma reduction training!! This is 100% in response to the Opioid Care Honor Roll.”
UC Davis Health

What is the value of participating should my hospital not make the honor roll? CHC encourages all hospitals to participate no matter where they are in their opioid stewardship journey. CHC continually messages, via press release and other materials, that participation alone is a signal to California's healthcare community that all hospitals engaged in our Opioid Care Honor Roll program are actively accelerating and strengthening their opioid stewardship programs. All hospitals will be recognized for their effort and participation; with extra special recognition for some.

How should I approach completing the *Opioid Management Hospital Self-Assessment*?

Refer to the 2024 Opioid Management Hospital Self-Assessment for general information on how to complete the assessment. Below are our guiding principles for completing the self-assessment

- Root yourself in the spirit of the question and don't overthink your answers
- Depending on your hospital's physical and operational structure, we invite you to select the level that best describes your work
- Give yourself credit where credit is due
- If applicable, use your responses to last year's self-assessment as a starting point
- If you have any questions, don't hesitate to reach out to Alex Stack, Director, Programs & Strategic Initiatives at astack@cynosurehealth.org.

What is the "spirit" of each measure? The 30,000-foot view.

- Appropriate opioid discharge prescribing – develop and implement relevant patient and provider friendly opioid discharge prescribing guidelines
- Alternatives to opioids for pain management – patients and care teams have access to alternatives to opioids for pain management, alternatives are routinely used, and they work together to develop a personalized, flexible pain management strategy
- Medication Assisted Treatment (MAT or Medications for Opioid Use Disorder (MOUD) – hospital offers low barrier access to buprenorphine, and providers have the support they need to administer/prescribe buprenorphine to their patients and to provide whole person care
- Timely follow up care – hospital has a mechanism to connect patients to ongoing, outpatient services
- Hospital practices harm reduction informed care– hospital prescribes, dispenses, and/or distributes naloxone to all patients at risk of overdose
- Organizational infrastructure– hospital takes a team based and data driven approach to opioid stewardship
- Address stigma with physicians and staff – work together to challenge the stigma we all have against individuals with OUD so that we can remove barriers to care and treatment
- Patient and family engagement – give patients, families, and care teams the tools to develop a shared pain management strategy and give patients and families a voice at the QI table

What resources are available to support improvement efforts?

To accelerate progress, CHC has developed and made public an [online opioid management resource library](#) of practical resources. Many of these resources have been developed by hospitals participating in the honor roll program. In addition, CHC will invite hospitals to share their self-assessment results and responses with other participating hospitals so that hospitals can both benchmark performance and learn how other hospitals are structuring the work to accelerate progress.