Opioids and the Workplace An Employer Toolkit Review

May 15, 2019

Welcome

**KHC
Co-Directors**

Teresa Couts, Ed.D
UAW Director
UAW/Ford Community
Healthcare Initiative

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Corporate Director
UAW/Ford Community
Healthcare Initiative

Webinar: Opioids and the Workplace

Kentucky Opioid Response Effort (KORE)

- Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities
- Funding from the Substance Abuse and Mental Health Services Administration (SAMHSA) as part of the 21st Century Cures Act
- Comprehensive targeted response to Kentucky's opioid crisis by expanding access to a full continuum of high quality, evidence-based opioid prevention, treatment, recovery and harm reduction services and supports in high-risk geographic regions of the state

KHC Mission

The mission of the KHC is to **coordinate action-oriented efforts to mobilize the community to improve health** and well-being. The KHC **works collaboratively** to improve access to high quality care and drive cost-efficient solutions, enhancing the economic competitiveness of the region.

Triple Aim

Improve the Population's Health

Lower Health Care Costs

Improve Patient Care and Experience

About the KHC

- Non-profit organization with more than 10 years experience in convening healthcare stakeholders
- Serves:
  - Kentuckiana
  - Kentucky
- Consensus-based decision-making provides buy in for co-opetition
- Multi-stakeholder health coalition in Commonwealth and member of NRHI
- Purchaser/employers meet separately and member of National Alliance
- Convened by UAW/Ford Motor Company

Multi-Stakeholder Approach

Purchaser Only Approach

KHC Membership

Government

KIPDA — Kentuckiana Regional Planning and Development Agency

Kentucky Diabetes Prevention and Control Program (KDPCP)

Kentucky Heart Disease and Stroke Prevention Program

Louisville Metro Department of Public Health and Wellness

Kentucky Diabetes Network, Inc. (KDN)

Health Plans

Anthem BlueCross BlueShield

Humana

Passport Health Plan

Employers, Labor Unions, and Consultants

Ford

UAW

LG&E / KU (PPL companies)

Papa John's — Better Ingredients. Better Pizza.

Mercer — Make Tomorrow, Today

GE Appliances, a Haier company

Beckman Consulting, LLC

Pharmaceutical

abbvie

Alkermes — Patient inspired

AstraZeneca

Bayer HealthCare — Science For A Better Life

Boehringer Ingelheim

Johnson & Johnson Health Care Systems Inc.

Lilly

Merck — Be well

Novartis

novo nordisk

Sanofi

Walgreens — Trusted since 1901

Non-Profit, Academic, and Consumer

Confluent Health

Greater Louisville Medical Society

Health Enterprises Network — An Affiliate of Greater Louisville Inc.

Jefferson County Teachers Association (JCTA)

American Nurses Association Kentucky

Kentucky Voices for Health

Lawrence Caruso

Leadership & Organization Dynamics

Qsource

Steve Barger Consulting

Sullivan University College of Pharmacy

University of Louisville School of Public Health & Information Sciences

ProRehab Physical Therapy

Colon Cancer Prevention Project

The Friedell Committee for Health System Transformation

Hospitals and Providers

AHS Primary Care

Baptist Health

Kentucky Primary Care Association

Cancer Treatment Centers of America — Winning the fight against cancer, every day.

Norton Healthcare

UL Physicians

KHC Priorities

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Opioids and the Workplace

70%

of workplaces in the US are experiencing the impact of the opioid crisis.

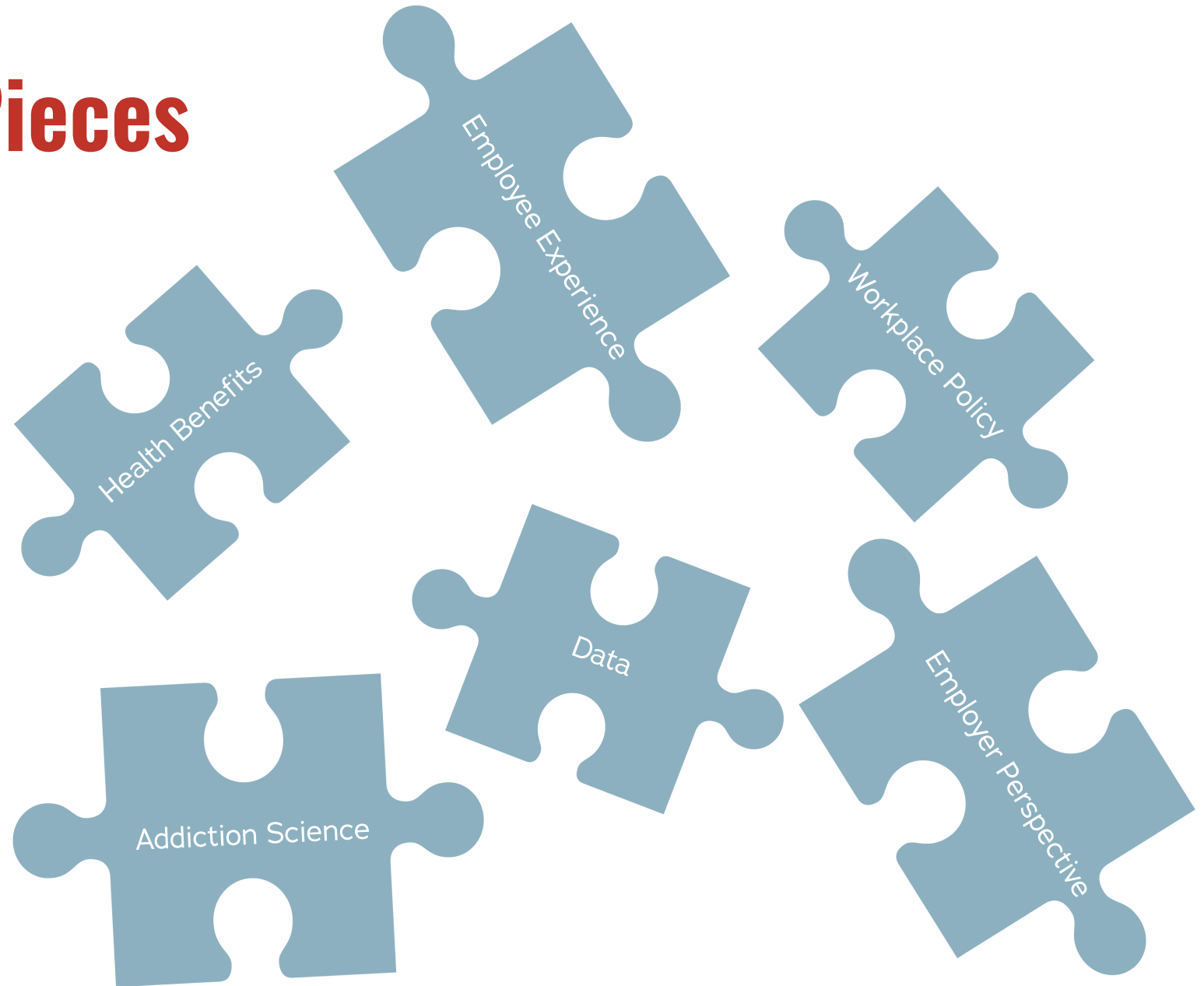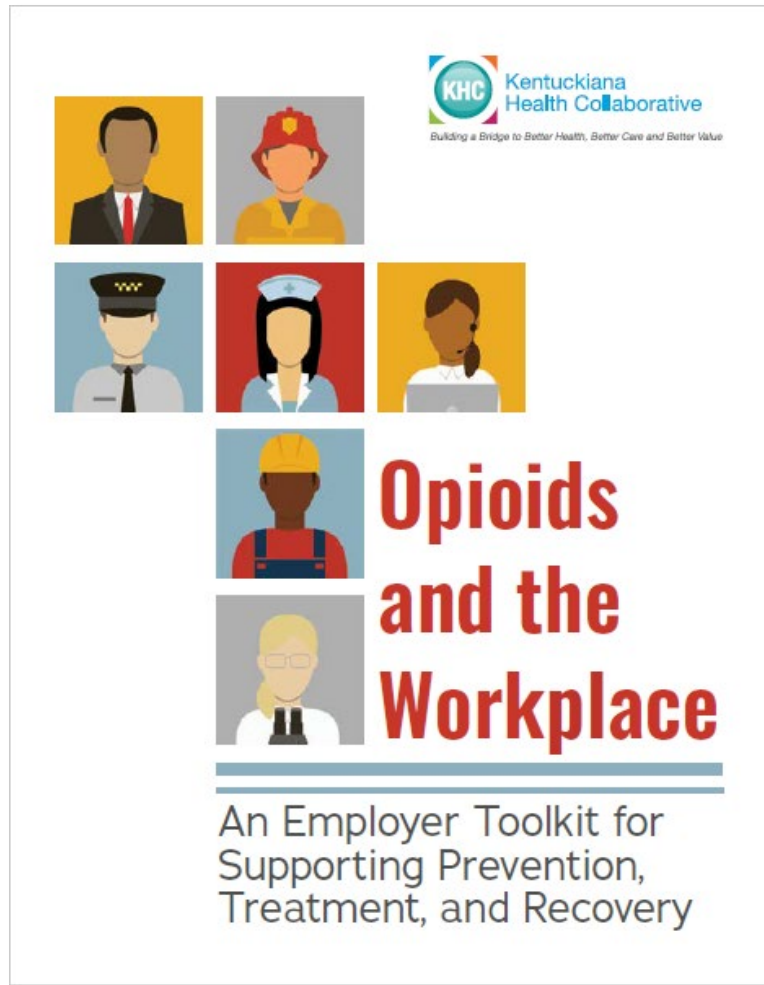Healthcare Spend · Safety · Productivity · Absenteeism · Retention
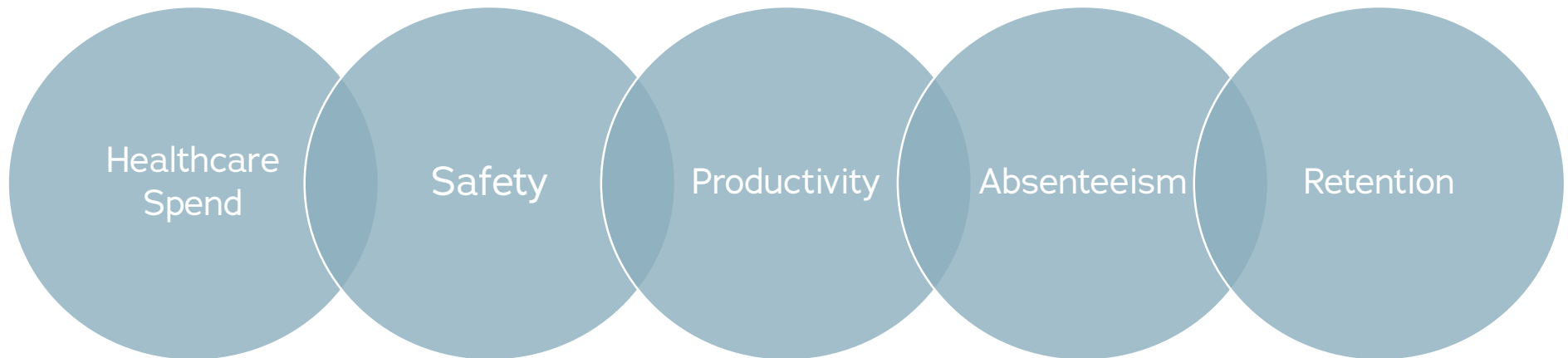
Employer Toolkit Review

Natalie Middaugh, MPH
Community Health Program Manager
Kentuckiana Health Collaborative

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Putting the Pieces Together

Health Benefits

Employee Experience

Workplace Policy

Data

Addiction Science

Employer Perspective

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Opioids and the Workplace

Data Analytics to Understand the Workforce

Benefits to Increase Access to Evidence-Based Services

Policies to Transform Culture and Protect the Workplace

Legal Considerations

Prevention, Treatment, Recovery

Toolkit Development

Worksite Addiction Group

Employer Focus Group

Opioids and the Workplace: An Employer Toolkit for Supporting Prevention, Treatment, and Recovery

Secondary Resource Review

Multi-Stakeholder Collaboration

What can employers expect to learn?

What the basics of opioid use and addiction are and how it affects the workplace

How to use data to understand the status of opioid use, misuse, and OUD among employees and dependents with healthcare coverage

What benefit strategies direct employees to evidence-based care for prevention, treatment, and recovery from opioid misuse and OUD

How to design workplace policies that protect and support employees and employers and improve workplace culture

What legal issues may pertain to addressing substance use in the workplace

Opioids and the Workplace

- Opioids and Addiction
- Prevention, Treatment, and Recovery
- The Opioid Crisis
- Workplace Impact and the Employer Role

Data Analytics to Understand the Workforce

Prevention

- How often are members being exposed to opioids?
- Why are members being prescribed opioids?
- Are members who are exposed to opioids at risk?
- Are members overdosing on opioids?

Treatment & Recovery

- How many members have been diagnosed with a substance use disorder?
- Are members with substance use disorder accessing treatment?

Appendix C: Data Specifications

Below are the data specifications for measures recommended in the toolkit. Employers should reference this sheet when requesting their data from their data vendor, health plan, pharmacy benefit manager, or insurance broker. Some measures may have standardized definitions from nationally accredited organizations, while others depend on your data vendor's reporting. Either way, it is important for employers to be aware of the parameters that define each measure in order to accurately interpret their data.

Medical and Pharmacy Summary Analytics	
Enrollment Data	Number of members by type (employees/ spouses/dependents) Average family size Percentage of males vs. females Average age
Total Expenditures	Medical and pharmacy spending including out-of-pocket expenses for members
Top Conditions and Medications	Prevalence Total expenditures
Total Mental Health and Substance Use Disorder Expenditures	Medical and pharmacy spending

Employers should also consider and discuss how this data can be broken down, or further stratified. Included below are a list of standard stratifications. Some measures may benefit from additional stratifications. Other helpful measures include comparison of workplace data metrics to national, state, regional, and industry benchmarks (if available), as well as total cost per member, condition, or prescriptions.

Many measures exclude certain medical conditions such as cancer and end-of-life care, but there may be other exclusions to consider as well. Employers should discuss these exclusions with their data vendor.

Standard Stratifications
Gender
Age group
Employee type (hourly/salaried)
Relationship to Employee (self/spouse/dependent)
In network/out of network
Health plan type

Additional Data to Consider
Data compared to national, state, local, and industry benchmarks
Total cost per member
Total cost per condition
Total cost per prescription

Prevention

How often are members being exposed to opioids?

	Rate per 1,000 of opioid prescriptions among members 18 years and older		
*Opioids Prescriptions	Numerator: Number receiving prescription opioids during the measurement year	Denominator: Members 18 years and older	Stratifications: Standard Additional • Type of Opioid • Length of Prescription • Long-Acting vs Short-Acting

Why are members being prescribed opioids?

	Top conditions that opioids are most prescribed for among members 18 years and older		
*Top Conditions Opioids are Most Prescribed for	Numerator: Number of receiving prescription opioids for each condition type	Denominator: Members 18 years and older who received prescription opioids during the measurement year	Stratifications: Standard Additional: • Prescription Rate per Condition

Are members who are prescribed opioids at risk?

	Rate per 1,000 who received prescription opioids at a high dosage for members 18 years and older		
Use of Opioids at High Dosage https://www.ncqa.org/hedis/measures/use-of-opioids-at-high-dosage/	Numerator: Number receiving prescription opioids at high dosage (average morphine equivalent dose [MED] > 120 mg) for ≥ 15 days during the measurement year	Denominator: Members 18 years and older who received prescription opioids during the measurement year	Stratifications: Standard
	Average number of days covered by an opioid prescription for members 18 years and older		
*Opioid Total Days Covered	Numerator: Total number of days that all opioids claims covered	Denominator: Members 18 years and older who received prescription opioids during the measurement year	Stratifications: Standard

*Indicates measures that do not have national standardized definitions

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Benefits to Increase Access to Evidence-Based Services

Prevention

- Help employees manage pain without prescriptions
- Help employees manage pain with responsible prescribing
- Cover screening in primary care offices
- Cover site-of-use disposal
- Offer employee assistance programs (EAP)

Treatment & Recovery

- Provide access for inpatient and outpatient care
- Cover medication for opioid use disorder
- Provide access to behavioral and mental health services
- Cover naloxone to reduce mortality
- Improve access to behavioral healthcare through telemedicine
- Consider alternative payment models

Policies to Transform Culture and Protect the Workplace

Prevention

- Educate employees and supervisors
- Create a culture of support
- Develop a workplace substance use policy
- Implement effective and privacy-sensitive drug testing

Treatment & Recovery

- Offer leaves of absence and flexible scheduling
- Provide support group resources
- Develop a return to work policy

Legal Issues to Consider

- Intervention and Confidentiality
- Discrimination and Reasonable Accommodation
- Special Industry Considerations

Available at www.KHCollaborative.org/opioid-employer-toolkit
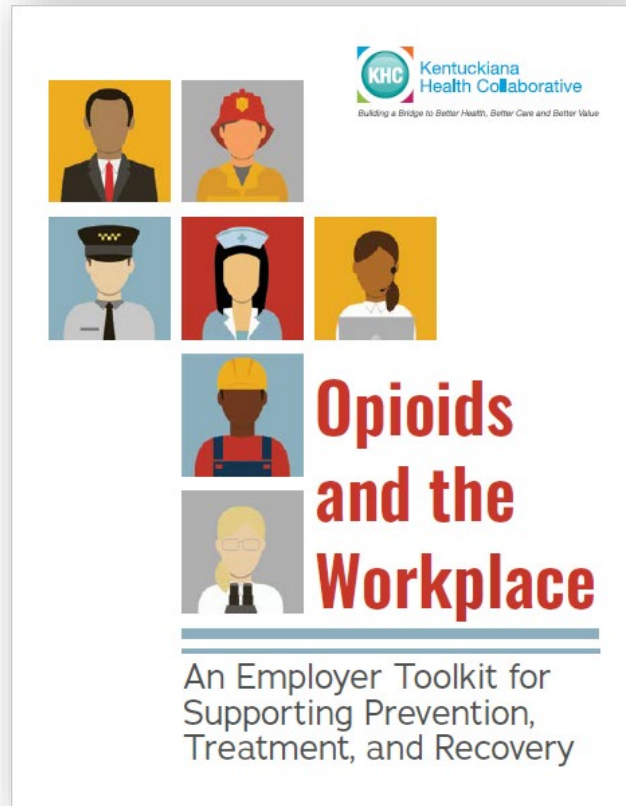
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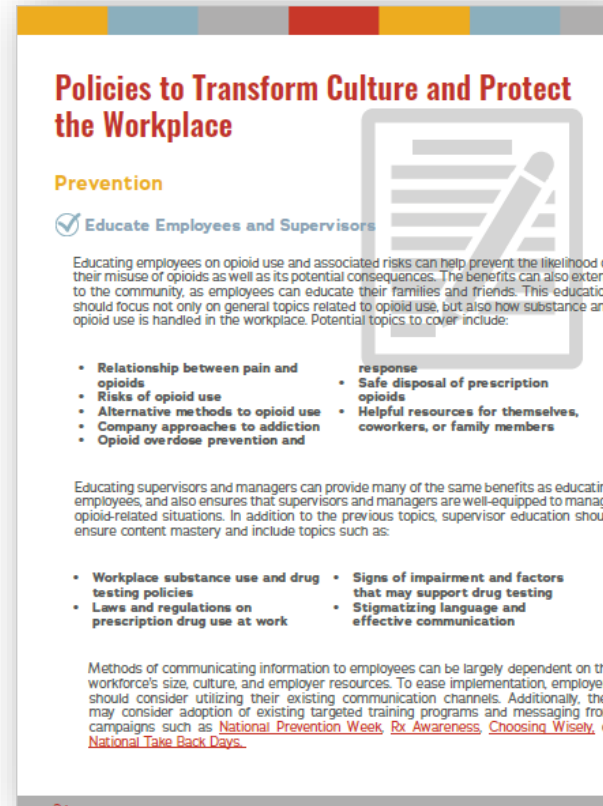
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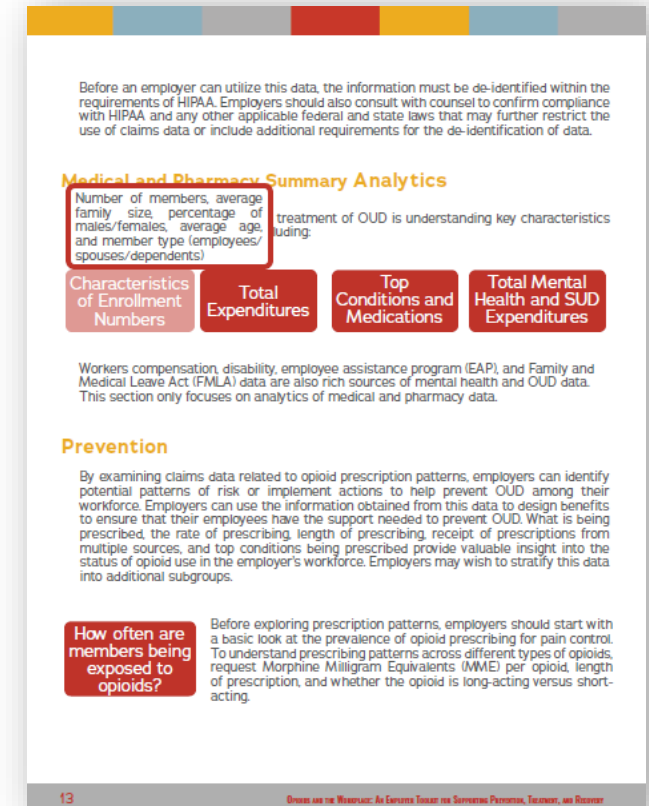
Who can benefit from this toolkit?

This is not a one-size-fits-all approach

There is *something* for every employer

Many stakeholders have a seat at the table
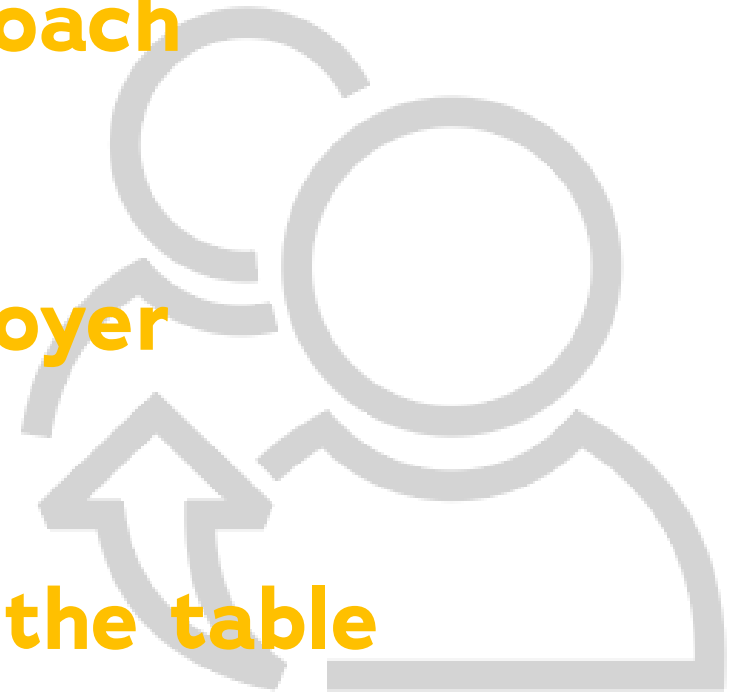
Where to start?

✓ Educate yourself on the basics of opioids, addiction, and what it looks like in the workplace

✓ Recruit key decision makers in your workplace and engage them in the change making process

✓ Identify opportunities for improvement based on toolkit recommendations and take subsequent action

✓ Stay engaged with other healthcare stakeholders and advancements in this area

Appendix B: Checklist

Before you Begin

- ☑ Educate yourself on the basics of opioids, addiction, and what it looks like in the workplace
- ☑ Recruit key decision makers in your workplace and engage them in the change process
- ☑ Consult an employment attorney and, if relevant, labor relations experts to advise you in reviewing and implementing current and future changes to opioids in the workplace

Getting your Data

- ☑ Identify what your data capabilities are and who you need to request your data from
- ☑ Consider what questions you have about your workplace and opioids, and request the corresponding measures from your data source
- ☑ Evaluate your results and determine what "story" your data tells
- ☑ Identify opportunities for improvement based on data analytics

Questions to Ask about Prevention:
- How often are members being exposed to opioids?
- Why are members being prescribed opioids?
- Are members who are exposed to opioids at risk?
- Are members overdosing on opioids?

Questions to Ask about Treatment and Recovery:
- How many members have been diagnosed with a substance use disorder?
- Are members with substance use disorder accessing treatment?

Evaluating your Benefits

- ☑ Compare your current benefit offerings to those discussed in this toolkit
- ☑ Determine necessary additions, subtractions, or adjustments to your offerings
- ☑ Meet with your health plan partner on what changes you would like to make and work with them to implement them

Recommendations for Prevention:
- Help employees manage pain without prescriptions
- Help employees manage pain with responsible prescribing
- Cover screening in primary care offices
- Cover site-of-use disposal
- Offer employee assistance programs (EAP)

Recommendations for Treatment and Recovery:
- Provide access for inpatient and outpatient care
- Cover medication for opioid use disorder
- Provide access to behavioral and mental health services
- Cover naloxone to reduce mortality
- Improve access to behavioral healthcare through telemedicine
- Consider alternative payment models

Adjusting your Workplace Policies

- ☑ Compare your current workplace policies to those discussed in this toolkit
- ☑ Consider making the necessary adjustments to your policies

Recommendations for Prevention:
- Educate employees and supervisors
- Create a culture of support
- Develop a workplace substance use policy
- Implement effective and privacy-sensitive drug testing

Recommendations for Treatment and Recovery:
- Offer leaves of absence and flexible scheduling
- Provide support group resources
- Develop a return to work policy

Staying Engaged

- ☑ Review your data, at minimum, on a yearly basis to determine positive or negative trends
- ☑ Identify any changes to benefits or workplace policies based on new trends or clinical advancements
- ☑ Engage with other healthcare stakeholders to represent the employer perspective and stay up to date on innovations and changes in this area

Roundtable Recap

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Next Steps

Worksite Addiction Group
- Employers invited to join

Employer Toolkit
- Employer cohort to discuss implementation
- Continued development to include advancements and employer needs

Pain Management
- Increased focus

Questions?

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Resources

Addiction Treatment Openings in Kentucky
https://findhelpnowky.org/

Help finding treatment and questions about treatment or recovery
1-833-8KY-HELP (1-833-859-4357)

Addiction Treatment Openings across the US
https://findtreatment.samhsa.gov/

Steps to finding Quality Treatment
https://store.samhsa.gov/system/files/pep18-treatment-loc.pdf

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Upcoming Event

**National Hospital Price Transparency Results:
How do Kentucky hospital prices compare to the rest of the nation?**

Community Health Forum | June 4, 2019

www.khcollaborative.org/2019-june-forum/

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www.facebook.com/khcollaborative

Thank you!

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