

**Welcome
to the**



OTP TTA CENTER

Opioid Treatment Program
Training & Technical Assistance Center

Inaugural Virtual Convening
May 13, 2025

Conflicts of Interest & Commercial Support

No other individuals in a position to control content for this activity has any relevant financial relationships to declare.



Empowering Patient Choice

May 13th, 12-1 pm



Presenters



Jelena Dansby
OTP Patient



Sasha K. Bianchi
Project Director, OTP
TTA



Learner Outcomes

By the end of this session, participants will be able to:

- 1 Select at least one OTP policy or procedure that can be changed or adjusted to improve patient experiences, treatment outcomes, and quality of life
- 2 Name at least two benefits to patients of engaging in shared decision-making and individualized treatment planning



Jelena's Story



Reflection #1



How does individualized care and shared decision making benefit OTP patients?

Reflection #2



What specific practice, policy, or procedure change would improve patient experience in your OTP?

Reflection #3



What would be the first step toward changing?

***Improving Patient
Experience: Results
from OTP TTA Needs
Assessment***



Patient Experience Data

Massachusetts

- 2021-2022 OTP Patient Satisfaction Survey
- 2020-2023 BSAS OTP Patient Complaint Data

National: Literature review - qualitative studies of OTP patient experience

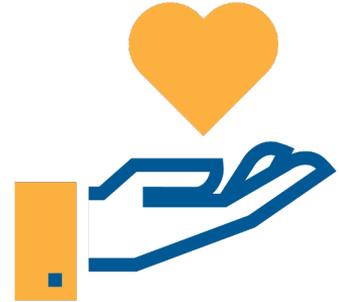


Findings



Welcoming Environment

- Non-judgemental, trauma-informed staff create safety
- Stigma is a pervasive barrier to treatment
- OTP grievances related to dignity, respect, and equitable treatment are common



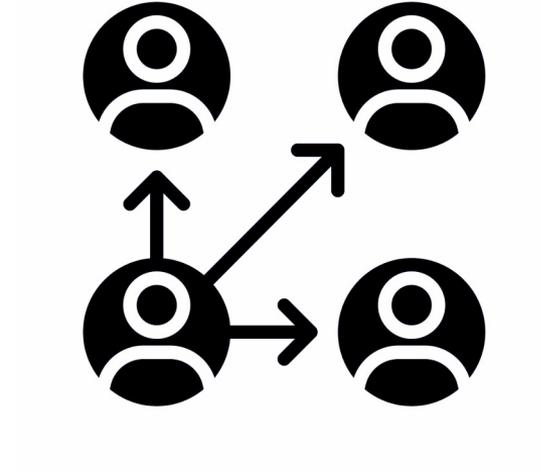
Individualized Care Plans and Shared Decision Making

- Patients value personalized treatment that considers their specific needs, preferences, and life situations
- Individualized care increases commitment to recovery and engagement in treatment



Coordinated and Comprehensive Care

- Addressing social needs is essential to facilitate full participation in treatment
- Some OTP patients are not satisfied with resources offered



Treatment Admission and Retention

- Wait times and restrictive admission criteria are barriers to treatment initiation
- Quicker medication dosing adjustments are needed
- Flexible scheduling is important



Take-home Medications

- Required, in-person daily dosing limits pursuit of recovery goals
- Take-homes need to be easier to obtain and more flexible to retain
- Provision of take-homes is a key driver of patient satisfaction
- Receipt of take-homes is inequitable



Telehealth

- Telehealth mitigates barriers related to transportation and stigma
- Telehealth access is a key driver of patient satisfaction
- Some patients still prefer in-person services
- Receipt of telehealth services is inequitable



Counseling

- Patients want a choice about counseling
- Group counseling, in particular, is not a good fit for some



Pregnant and Parenting Populations

Patients need help navigating the Department of Children and Families and mandated reporter systems.



Reflection #4



**Look back on your answers for reflections 1-3.
What additional detail would you add based
on the needs assessment findings?**

Questions?

Comments?

Ideas?



Thank you!

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