

OTP TTA CENTER

Opioid Treatment Program
Training & Technical Assistance Center

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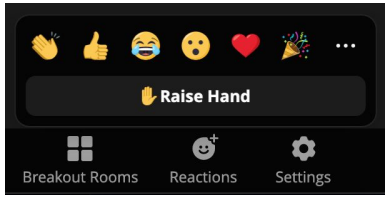
Improving Patient-Centered Care: From the Patient Perspective

Laura Fennelly-Murphy, Lindsey Botelho, Vanessa Krupa

October 27th 2026

Housekeeping

- Lines will be muted. Use the raise hand feature if you would like to come off mute.



- Use the chat to submit questions for speakers, panelists, and our TTA team



- We are recording today's session

Session Reminders

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📸 Turn your camera on (if you can!)

💬 Make sure your Zoom name is correct

🤫 Mute yourself when you are not speaking

☑️ Complete our feedback form!

📧 Email us at: otptta-ma@jsi.org

⏰ It's not too late to join our contact list! (link in chat)

Check out our Website! A resource hub for all things OTP TTA
https://massotptraining.org/

Today we are joined by representatives from MA DPH Bureaus of Substance Addiction Services (BSAS)

Mark Your Calendars!

Webinars for OTP staff will occur quarterly this year!

Dates for 2026- 2027

More detailed dates will be released as soon as possible- January 2026 and April 2026

90-minute webinars that will include a combination of

- Presentations from local and national subject matter experts
- Spotlight local OTP innovative policies and practices
- Audience engagement via chat, polls and breakout rooms

Upcoming Topics

Person-centered care; Team-based care; Admissions best practices; Supporting patients' mental health conditions; Supporting a patient's recovery environment

MA OTP Leadership ECHO

Launching 2027

Two-cohort team-based learning collaborative using the ECHO Model™

Participants will attend a five-part series of monthly ECHO sessions to support professional development, increase confidence in shared decision making and improve patient outcomes.

Share with your leadership teams, today!

Save the Date: 2027 Annual Virtual Convening!

March 30 & March 31, 2027, 12–5 PM

Opening Doors to OTP Care: Exploring Ideas that Improve Engagement, Increase Access, and Strengthen Pathways to Coordinated Care

We Offer CEUs!

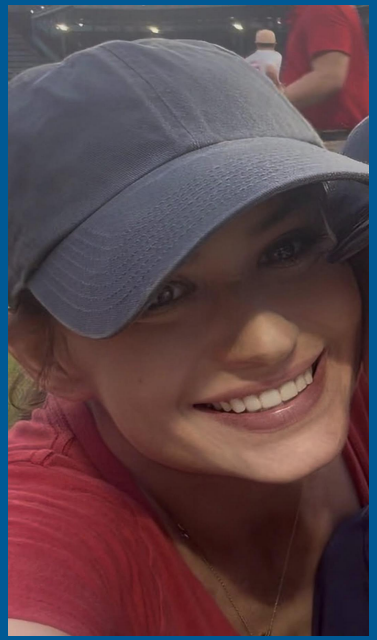
Simply complete the Feedback Form at the end of today's session to receive CEU credits for attendance ✅

For today's session we are offering: LMHC CEUs

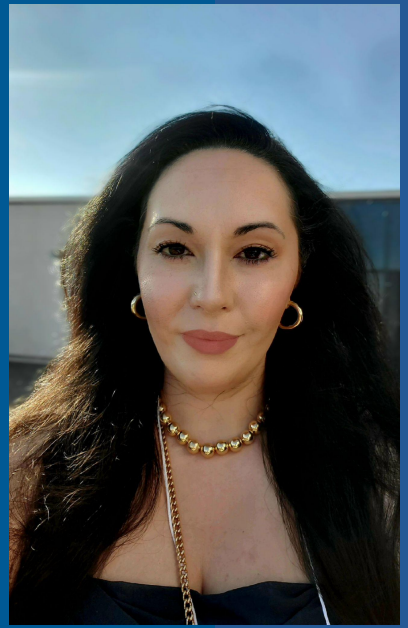
****NAADAC and NASW Credits available pending approval***

CEUs can take 4-6 weeks to process after the event

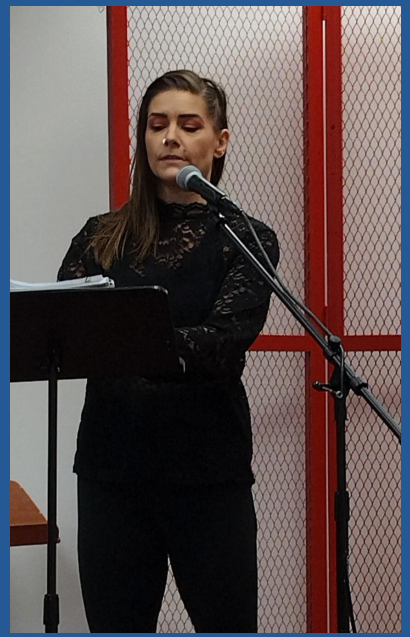
Presenters



Laura Murphy



Lindsey Botelho



Vanessa Krupa

Agenda

- Welcome, Updates, and Logistics
- Introduction to Presenters and Topic
- Panel Presentation
- Q & A Session

Session Objectives

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By the end of the webinar, participants will be able to:

- Increase patient-centered care opportunities within their OTP.
- Summarize patient perspectives on patient-centered care.
- Identify at least one strategy to implement within their OTP.

What is Patient-Centered Care?

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- OTP care that is based on an individual patient's needs and preferences
- Includes shared decision-making with the patient and provider
- Accessible and low barrier
- The definition of success may vary patient-to-patient
- Clinical decision-making is not solely based on drug screen results
- Grounded in empathy, respect and honesty, non-judgemental

PANEL OF PATIENT EXPERTS

Thank you!

Share your thoughts

Your feedback on this session will help us improve our content based on your needs.

References

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- Hichborn EG, Murray OB, Murphy EI, Gallant TE, Moore SK, McLeman BM, Saroyan J, Folland A, Mitchell M, Marsch LA. Patient centered medication treatment for opioid use disorder in rural Vermont: a qualitative study. Addict Sci Clin Pract. 2025 Jan 14;20(1):3. doi: 10.1186/s13722-024-00529-8. PMID: 39810273; PMCID: PMC11730780.
- https://www.pew.org/en/research-and-analysis/issue-briefs/2022/02/improved-opioid-treatment-programs-would-expand-access-to-quality-care
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