

NYSDOH New York MATTERS Program

Data through 9/30/2022



MATTERS

Medication for Addiction Treatment & Electronic Referrals

WHAT IS IT?

New York MATTERS is a collection of resources to initiate care and quickly link patients to appropriate treatment. It utilizes an electronic platform (hosted by the New York State Department of Health) to efficiently refer patients with opioid use disorder to community-based clinics from emergency departments along with OB/GYN offices, correctional facilities, inpatient units, pre-hospital settings, etc.

 newyorkmatters.org



3 Goals During Patient Encounter



1. Evaluation



2. Access to
Medication



3. Referral to
treatment

Linkages to Care

Online Referral Platform

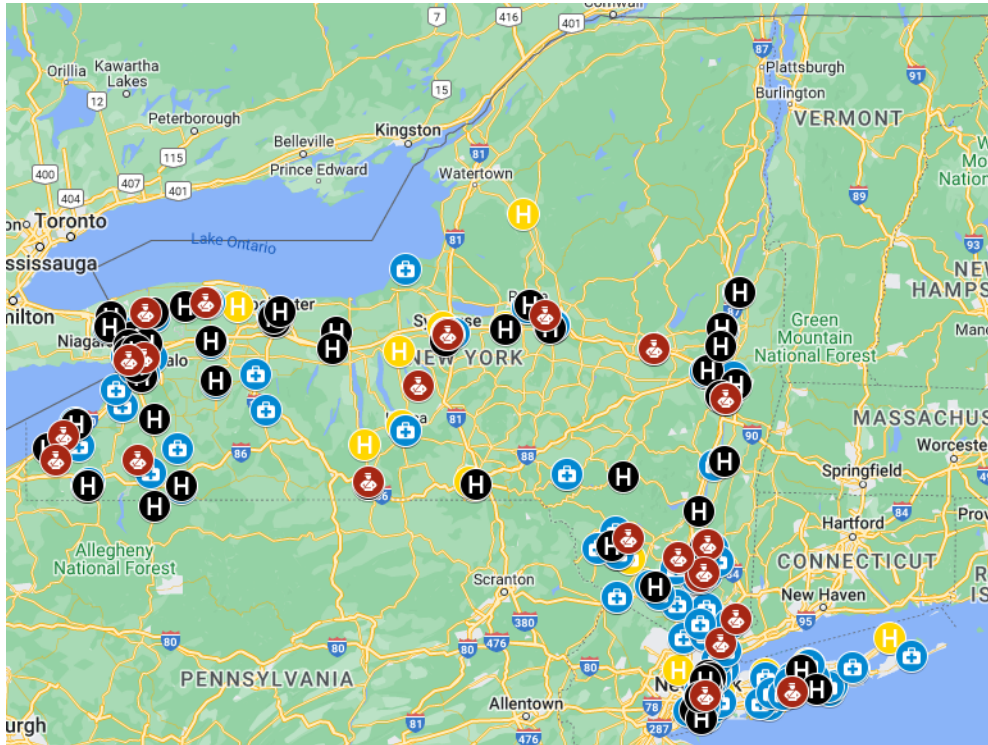
- Housed on NYSDOH secure online platform – Health Commerce System (HCS)
- Seamless electronic referrals to high quality community-based treatment organizations (low barrier access to MOUD, agreed to vision of NY MATTERS program)
- Referral process takes place on a tablet, allowing the patient to take ownership of their own referral
- Patients may choose to seek treatment at any participating MATTERS program partner organization
- Receiving clinic must agree to NY MATTERS Vision, patient-centered approach, cannot refuse patient due to poly-substance use, insurance status and cannot require counseling to access MOUD, etc.
- NY MATTERS referrals can now be sent via mobile device

Program Statistics

Online Referral Platform (continued)

- Currently 70 referral hospitals and 177 receiving clinics
- Nearly 100 receiving clinics are OASAS clinics
- NYC H+H joined 2022
- 77 participating NY MATTERS program sites have made over 1,400 referrals to 122 participating clinics
- Expanded to include Urgent Cares, Criminal Justice, Ob/Gyn, Inpatient and EMS

NY MATTERS Network: Current and Future Partners



Clinics *177



Hospitals *70



Future Partners (Hospitals & Clinics)
*32



Criminal Justice Settings
(Jails, Prisons, Courts and
Probation) *32

Addressing Social Determinants of Health

Telemedicine

- 2 Virtual ED's to initiate buprenorphine (ECMC and Kaleida Health)
- REACH Medical for initiation and ongoing care
- Overall, 44% of referrals have been made via telehealth

Medication Voucher Program

- Vouchers cover up to 14-day buprenorphine prescriptions for under/uninsured patients
- NY MATTERS participates with major pharmacies across NYS including various independently owned locations
- Partnership with Pharmacy Association of Western New York (PAWNY)
- Currently includes CVS, Walgreens, Wegmans, Duane Reade/Walgreens and independents

Transportation Voucher Program

- Patients are now offered transportation to and from their first clinic appointment through a partnership with Uber Health

Harm Reduction

Peer Referral

- Patients have the option to be linked with a local peer navigator
- 9 Peer Navigation Services currently connected to NY MATTERS

Harm Reduction Provision

- Naloxone and Fentanyl Test Strip provision for patient, family/friends at EDs and participating clinics

Staffing

NY MATTERS UBMD

- Program coordination, expansion, training and technical assistance for implementation
- Manage website
- Medical Director, Director of Research, Director of Telemedicine Operations Director, Program Manager, Program Coordinator (2) and Research Manager

NYSDOH

- Oversee all aspects of online referral platform, programmatic, contract management, evaluation and syndromic surveillance
- HRI IT, AI/Office of Drug User Health, Office of Program Evaluation and Research, Legal Affairs, Finance and Grants Administration and AI Executive staff

Staffing

NY MATTERS Regional Care Coordinators (RCC)

*Staffed by Drug User Health Hubs/Syringe Service Programs (Region)

- ACR Health (Central and Mohawk Valley)
- Alliance for Positive Health (North Country)
- Catholic Charities (Capital Region)
- Community Action for Social Justice (Long Island)
- Evergreen Health Services (Western New York)
- Hudson Valley Community Services (Mid-Hudson)
- STAP (Southern Tier)
- Trillium Health (Finger Lakes)
- Urban League of Westchester (Lower Hudson Valley)

Evaluation Metrics

Evaluation of program conducted by NYSDOH

- NYSDOH/NY MATTERS dashboard to monitor activity, includes:
 - Overview of NY MATTERS Network Referrals and Voucher Utilization
 - NY MATTERS expansion: # New referral sites onboarded, # New clinics onboarded, # New independent pharmacies
 - Trends in Key Treatment Indicators among NY MATTERS Network Patients
 - County Health Rankings and the NY MATTERS Metrics

Syndromic Surveillance

- NYSDOH Electronic Syndromic Surveillance System (ESSS) reports include syndromes that pertain to Drug Overdose, Heroin Overdose and Opioid Overdose
- ESSS Reports include Hospital, County, Date of Spike and # included in the Spike
- NYSDOH staff determine NY MATTERS utilization data from facility and communicate with RCCs and NY MATTERS team for targeted outreach/engagement



Seventy-seven participating MATTERS program sites have made **over 1,470 referrals** to 122 participating clinics.

Telemedicine is an important component of the MATTERS program and **over 43% of referrals have been made with telemedicine**.

Select a Date Range:

All

Select a Region:

All

Total Number of Referrals:
1,478

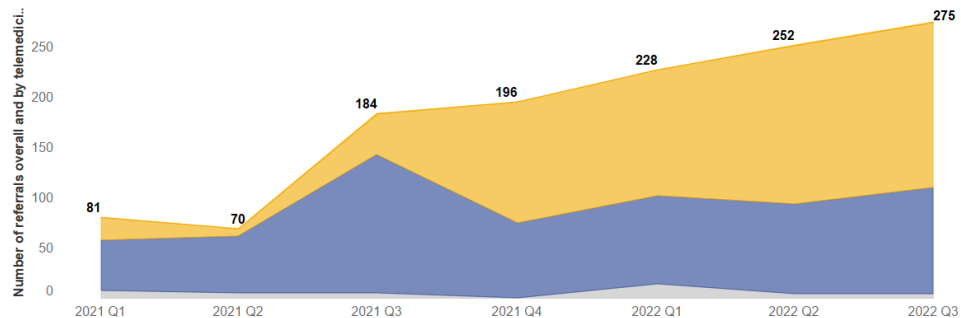
Total Number of Telemedicine Referrals:
645

Of all referrals through MATTERS to date, **169 were second or subsequent referrals**.

Number of Unique Sites That Have Made a Referral:
77

Number of Unique Clinics That Have Received a Referral:
122

Over 750 referrals have been made to date in 2022, with an increasing number being made each quarter. **Telemedicine referrals have rapidly expanded**, while the **proportion of referrals made in-person has declined from 60% in 2021 to 38% in 2022**.



Expansion

- Increase the capacity for mental health referrals and other supportive services that address social determinants of health
- Onboarding OMH facilities, as well as additional OASAS licensed programs and NYSDOH programs
- Automatic patient follow-up and retention programming
- 24/7 on demand telemedicine evaluations (Virtual ED)