



UTAH | COMMERCE

Division of Professional Licensing

# Preventing Overdose: Helping Clinicians Better Support Patients at Risk

Connie Kitchens, PhD

Public Health Policy Manager

Division of Professional Licensing

Salt Lake City, Utah



# Disclosures

- Connie Kitchens has no relevant financial or nonfinancial relationships to disclose.
- Connie Kitchens has no conflict of interest.



# What does your state call your PDMP?



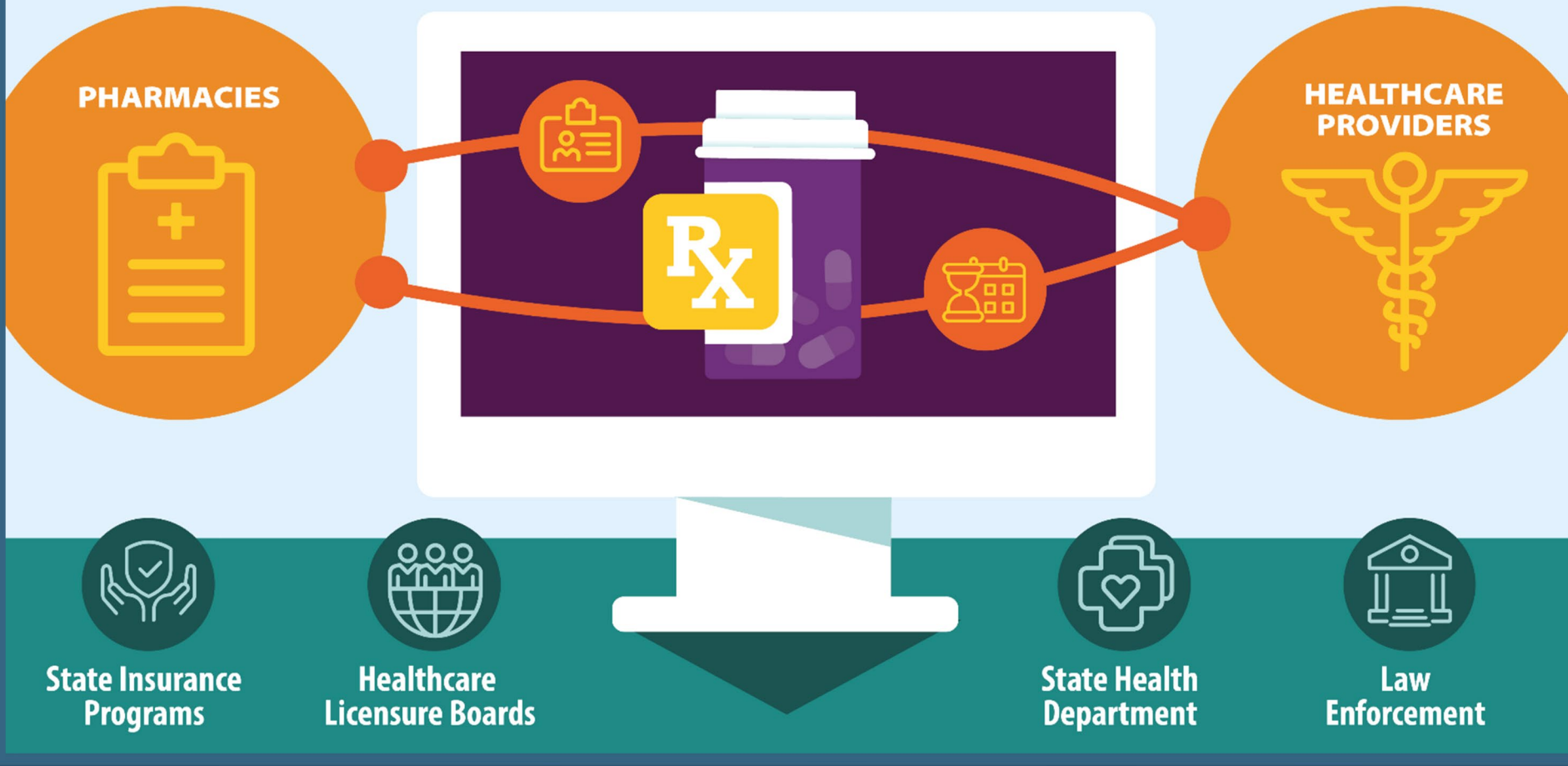
# Overview of the Division of Professional Licensing

- DOPL issues licenses to more than **60** professions
- **281,420** active licenses
- **6,075** investigation cases opened in 2021 (many more complaints)
- Programs related to healthcare licensing:
  - **Academic Detailing**
  - **Controlled Substance Database (CSD)**
  - Utah Professionals Health Program (UPHP)
  - Medical Malpractice Prelitigation



# What is a Prescription Drug Monitoring Program?

## PRESCRIPTION DRUG MONITORING PROGRAM



- Enhances patient care
- Assists in developing drug abuse prevention and treatment strategies

# When is it Required to Check the CSD?

“A prescriber shall check the database for information about a patient before the **first time** the prescriber gives a prescription to a patient for a **Schedule II opioid or a Schedule III opioid**”



“If a prescriber is repeatedly prescribing a **Schedule II opioid or a Schedule III opioid** to a patient, the prescriber shall **periodically review** information about the patient in the database or other similar records of controlled substances the patient has filled”

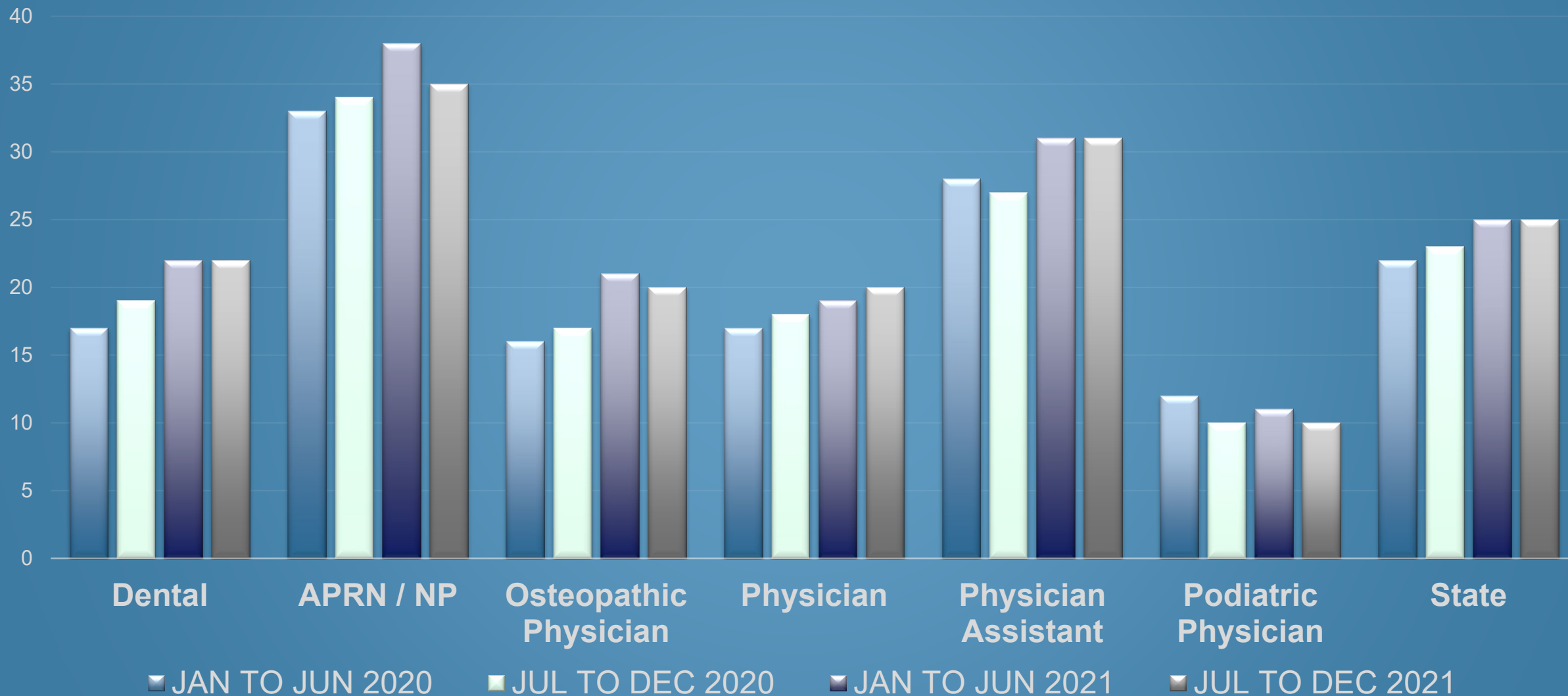
- “(b) The division shall offer education to a prescriber identified under this Subsection (5) regarding best practices in the prescribing of opioids. (c) A decision by a prescriber to accept or not accept the education offered by the 116 division under this Subsection (5) is voluntary.”

(added to the Utah Controlled Substances Act with HB 127)

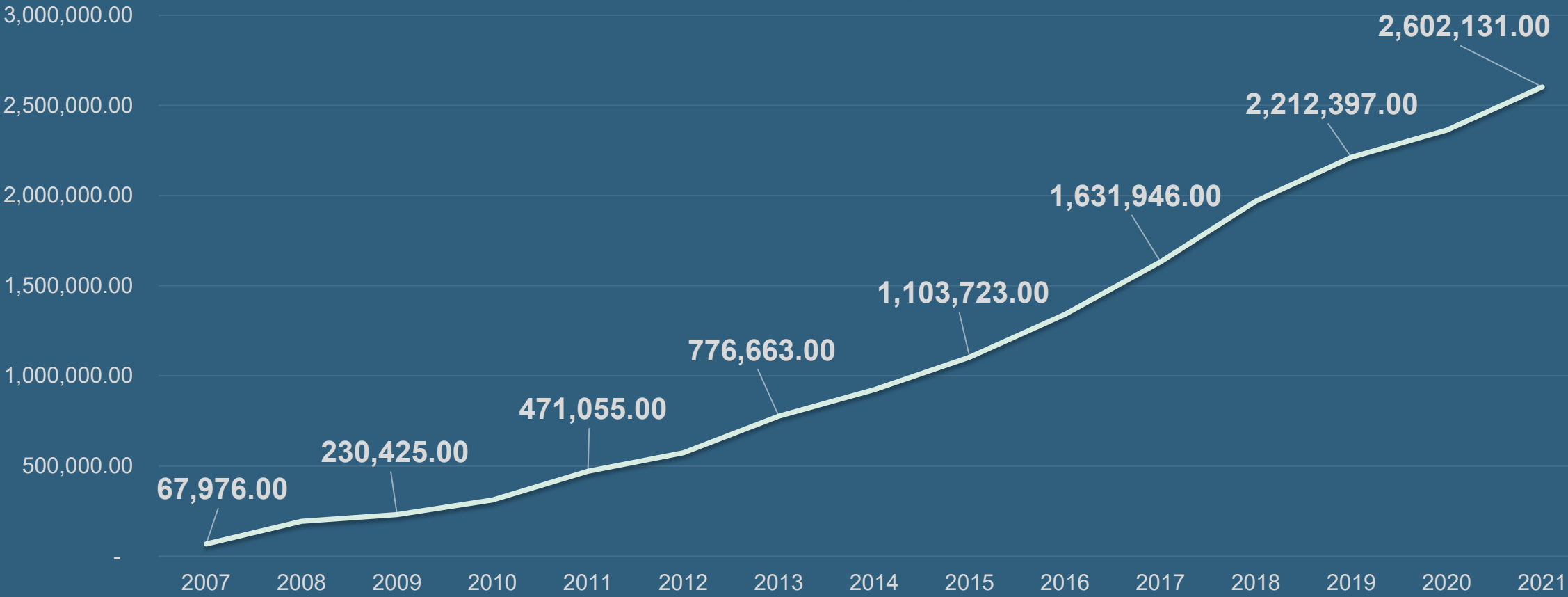


# AVERAGE % USAGE OF THE CSD BY PROFESSION

## of the Registered CSD users (No EHR)



# Number of CSD Searches by Year 2007 to 2021



**2010 Mandatory  
Registration of  
Medical Providers**

**2017  
Dashboard  
Created**

**2018 Law implemented -  
mandatory check for  
Schedule II & III opioids  
Academic Detailing Began**

**2020 EHR  
Integrations begin**







# Academic Detailing





# Utah CSD Academic Detailing

CSD Academic Detailing provides technical assistance on Controlled Substance Database utilization before prescribing Schedule II or III opioids.

**Two types:**

## **1- Use the Opioid Ratio Report**

- Number of zero searches with scripts attributed

## **2- Office of Medical Examiner Report**



# Academic Detailing Performance Evaluation

*November 2018 to May 2021*

## Survey

14 structured questions  
administered through Survey  
Monkey

## Pre-Survey

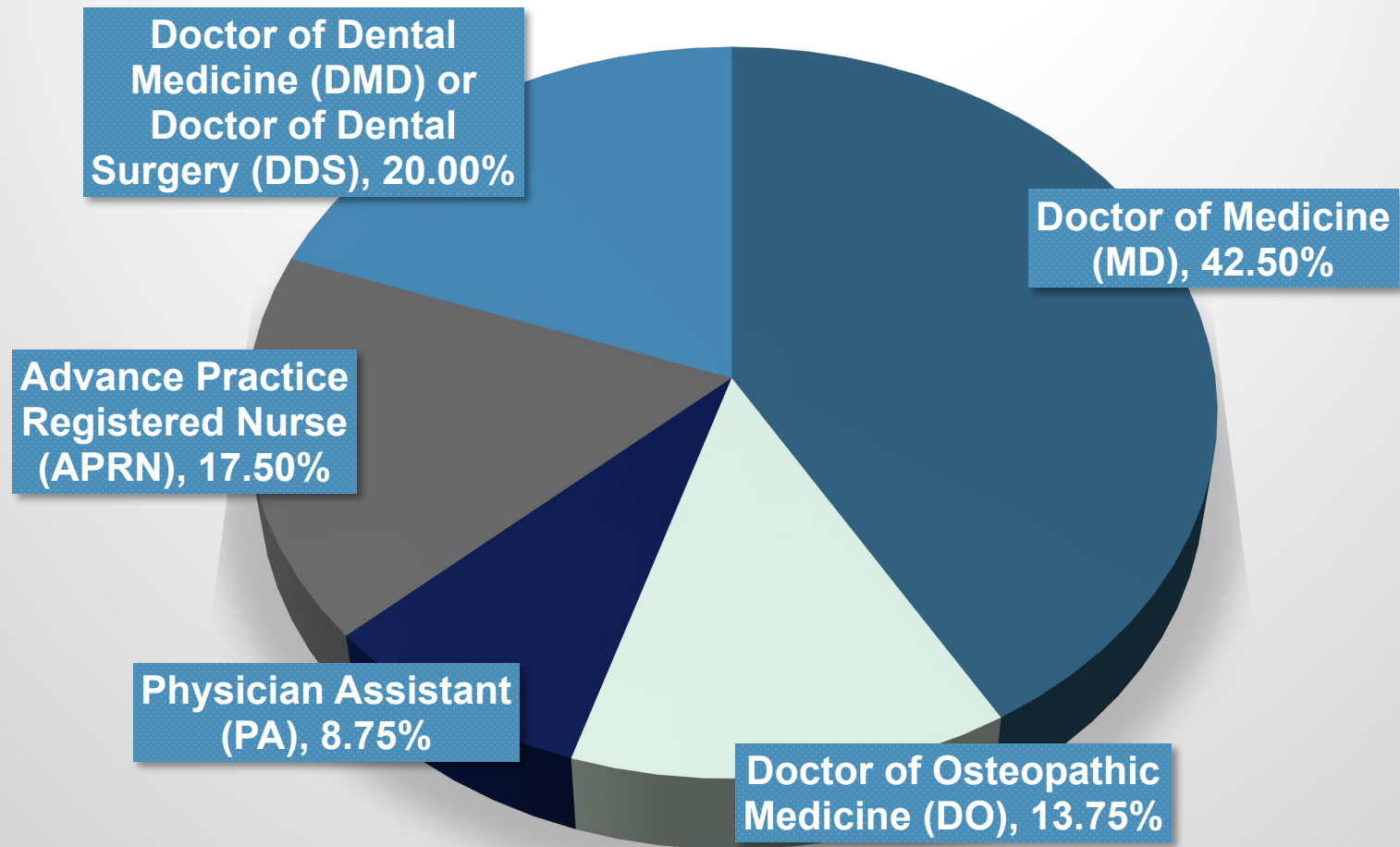
Emailed to 133 prescriber  
80 prescribers completed\*

## Post-Survey

Emailed to 133 prescribers  
51 prescribers completed\*

\*Surveys were not matched





The percentage of the licenses of the respondents in both pre-survey and post-survey were almost the same.

# Academic Detailing Performance Evaluation

## November 2018 to May 2021

### Pre-Survey

- 75% male
- 25% female
- 43% had a controlled substance license for more than 15 years

### Post-Survey

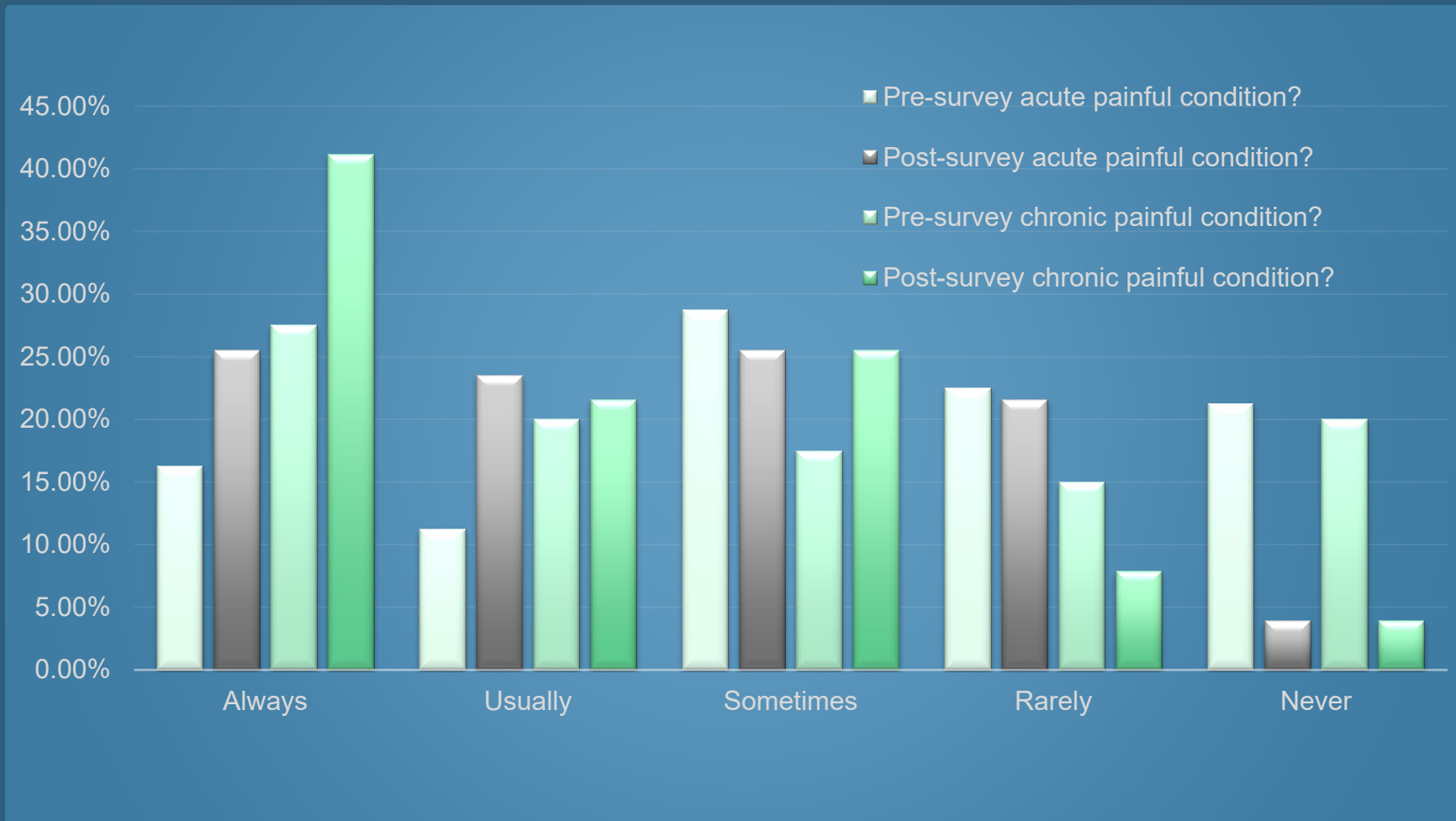
- 76% male
- 24% female
- 51% had a controlled substance license for more than 15 years

**Survey Results showed an improvement in Provider CSD use after Academic Detailing Session.**



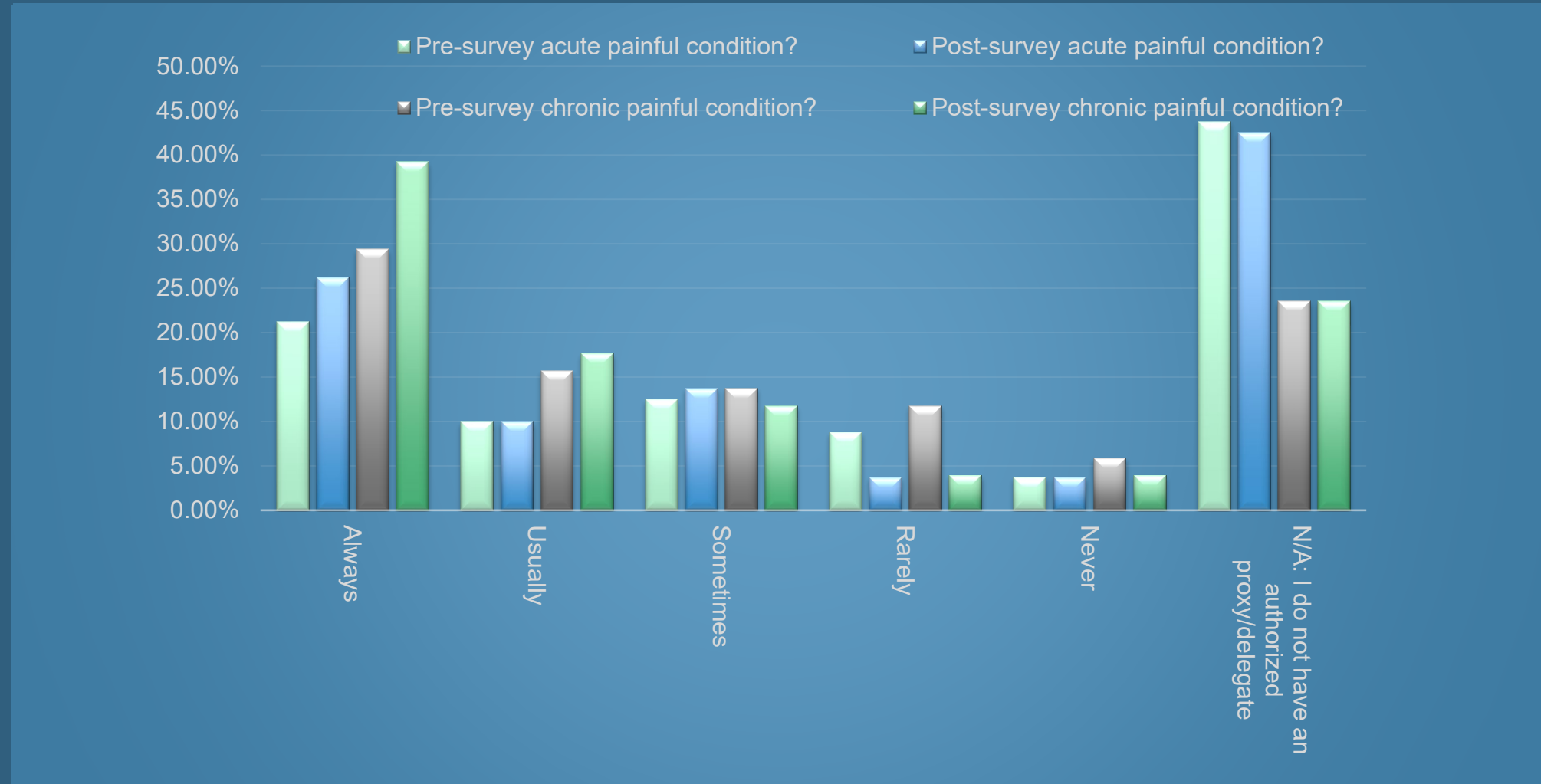
# Prescribers Checking the CSD

How often do you check the Controlled Substance Database (CSD) prior to prescribing or considering prescribing a first-time controlled substance prescription for a/an: acute or chronic painful condition?



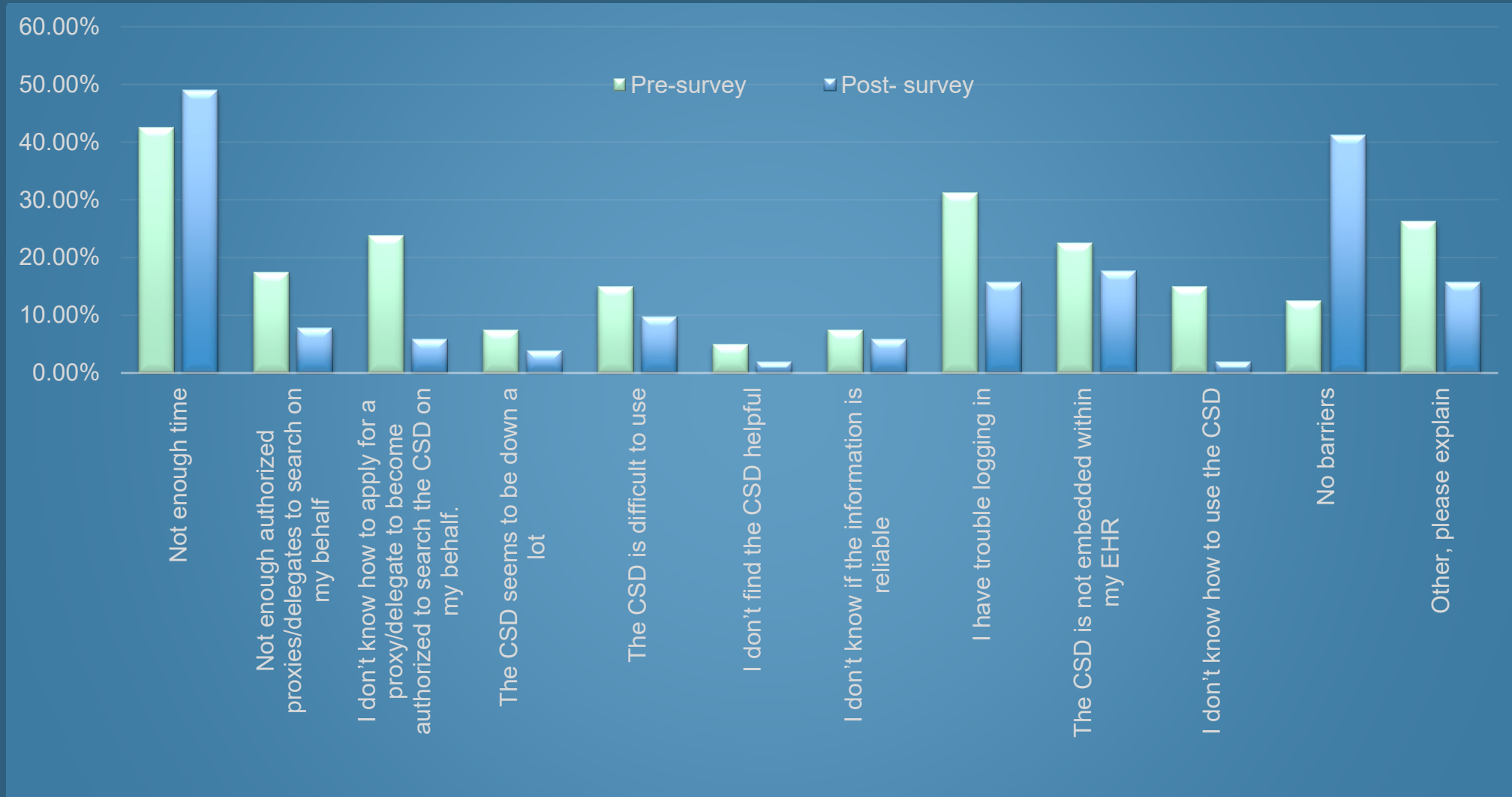
# Proxies Checking the CSD

How often does your authorized proxy/delegate check the Controlled Substance Database prior to prescribing or considering prescribing a first time controlled substance prescription for a/an-acute and chronic painful condition?



# Barriers to Checking the CSD

What are your barriers to checking the CSD? (check all that apply)





# Usage of the Controlled Substance Database Six months Post Academic Detailing

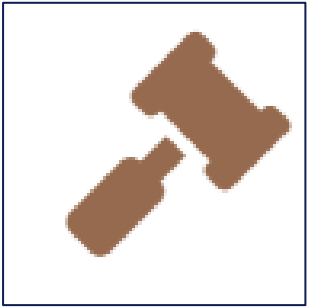
1 month BEFORE AD & 6 month POST AD	% CHANGE	PROVIDER N
<b>PRE-COVID</b> August 2019 – March 2020 (8 months)		
Declined AD but stated behavior change	12%	24
Over the phone/virtual	36%	17
In Person	11%	34
		N=75
<b>DURING COVID</b> April 2020 - November 2020 (8 months)		
Declined AD but stated behavior change	29%	35
Over the phone/virtual	35%	63
		N=98



# External Records



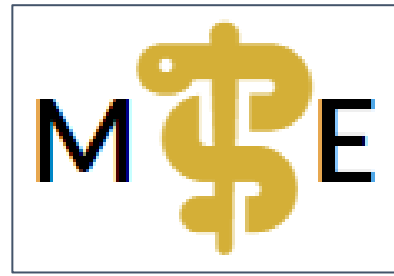
# External Records



Courts



Hospital



Medical Examiner



Medical Cannabis



# Dashboard Patient Metrics Example

(New: August 2022)



Utah Department of Commerce

## Controlled Substance Database

Home Overdose Reporting Contact Us Jeffrey Henn

### Selected Patient(s): Detailed Search Results

Date Of Birth: 01/01/1921 Patient: 1 - PAPA, ALPHA Patient: 2 - PAPA, ALPHA TEST Patient: 3 - PAPA, ALFA

Active Dispensing Records

0

Total Active Daily Morphine Milligram Equivalents (MME)

N/A

# Prescribers in 6 Months

1

# Pharmacies in 6 Months

1

Active Benzos and Opioids

No

Click on any Four Metrics to "Learn More"

Patient Warning(s) ? :

Show  entries per page

Search:

Patient ?	Date Sold	Rx Number	Drug	Active ?	Quantity	Days Supply ?	MME ?	Prescriber Name	Dispensing Pharmacy
1	06/14/2022	1-20220614	PHENOBARBITAL 64.8 MG/1	No	100	50		TESTER, TEST MD	EMPIRE (TEST) DRUG STORE 801-530-6220
2	06/09/2022	2-20220609-1	CODEINE PHOSPHATE.1/2H20	No	60	30	9	TESTER, TEST MD	EMPIRE (TEST) DRUG STORE 801-530-6220
2	06/09/2022	2-20220609-1	OXYCODONE HCL/APAP/5/500	No	60	30	15	TESTER, TEST MD	EMPIRE (TEST) DRUG STORE 801-530-6220
3	06/09/2022	2-20220609-1	TRAMADOL HYDROCHLORIDE 50 MG/1	No	60	30	10	TESTER, TEST MD	EMPIRE (TEST) DRUG STORE 801-530-6220
1	12/22/2021	2-20211222-1	TRAMADOL HYDROCHLORIDE 50 MG/1	No	60	30	10	TESTER, TEST MD	EMPIRE (TEST) DRUG STORE 801-530-6220
1	11/12/2021	2-20211112-1	ACET 300 MG / CODEINE PHOSPHATE 30 MG	No	30	5	27	TESTER, TEST MD	EMPIRE (TEST) DRUG STORE 801-530-6220
1	11/12/2021	2-20211112-1	ACET 300 MG / CODEINE PHOSPHATE 30 MG	No	30	5	27	TESTER, TEST MD	EMPIRE (TEST) DRUG STORE 801-530-6220
1	11/12/2021	2-20211112-2	FENTANYL 50 UG IN 1 H	No	10	30	120	TESTER, TEST MD	EMPIRE (TEST) DRUG STORE 801-530-6220

# Electronic Health Record (EHR) Integration in Utah

## Where we are:

In 2021, Utah integrated:

- **30,000+** providers
- From **34** healthcare organizations and **175** locations
- including locations in **21 other states.**

## Where we're going:

- Process **starts with an MOU**, then work with vendors to get connected
- Must include **CSD Dashboard metrics**



# E.H.R. Pre-Integration and Post-Integration Examples from Utah healthcare provider

*Number of workflow clicks to access PDMP data*

*Number of screens navigated to obtain PDMP data*



4 Clicks



2 Clicks

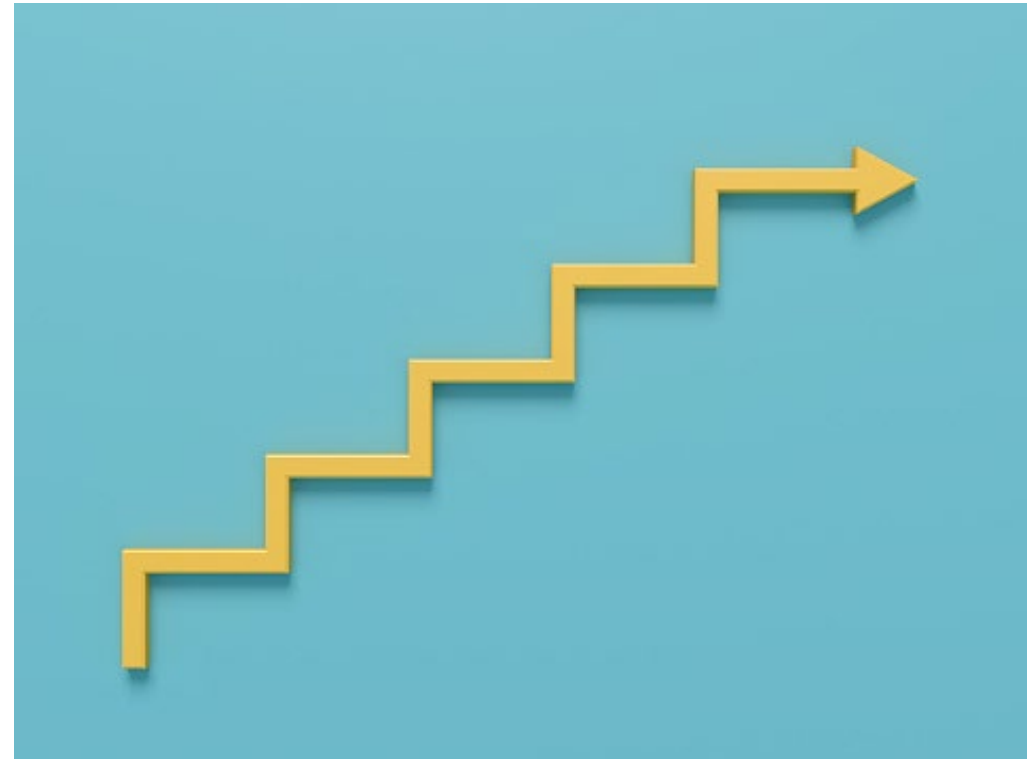
3 Screens



1 Screen

# Next Steps

- Public Health **Consultant**
- Make some tweaks to **laws/rules**
- CSD program **analysis**
- **Stimulant** focus to be included
- **Pre & Post tests** reworked & matched this time



# CSD Contact Information

## Educational Sessions for Prescribers and Clinical Staff:

Connie Kitchens

801.530.6620

[ckitchens@utah.gov](mailto:ckitchens@utah.gov)

## Database Questions:

Jeffrey Henrie

801-530-6220

[csd@utah.gov](mailto:csd@utah.gov)

