

Case Study

Facilitating Consistency of Care for Patients with Substance Use Disorder

Bartlett achieved a **64% retention rate** for patients enrolled in a buprenorphine MAT program - **15% higher than the national average**



With our 24/7 work hours, we generally have three attending providers within a 24-hour period. The PointClickCare Platform helps us see and share clear snapshots of what's going on with our high-use patients to help guide care and improve our awareness and understanding about what the backstory is on these patients

Claire Geldhof

ED RN Case Manager at Bartlett

Bartlett Regional Hospital

Juneau is a geographically isolated city, landlocked, and home to only one hospital. Bartlett Regional Hospital aimed to connect its community providers to develop a strong, consistent support system to help those struggling with substance use disorder (SUD). Serving a population of just over 32,000, Bartlett Regional Hospital wasn't struggling with staffing shortages or a crowded ED. So, when hospital leadership decided it was time to better address support systems for those with SUD, it wasn't a reaction to a problem: It was a proactive initiative to mend a broken system.

The Challenge: Coordinating Care Inside and Out of the Hospital

Bartlett began by identifying gaps in community resources and meeting with primary care clinics and law offices to find solutions. Together, the city of Juneau developed a set of "Path to Recovery" resources for patients struggling with SUD. These resources included acute treatment, assessment intake, residential treatment, transitional housing, outpatient services, crisis carelines, overdose reversal kits, ongoing recovery support, and more. Other community resources included partnerships to educate about safe use of needles, provide clean syringes and needles—as well as Narcan overdose kits—and offer needle disposal facilities.

As the hospital's community outreach expanded, Bartlett staff looked for better ways to coordinate on patient care within the hospital, as well.

Bartlett implemented Emergency Department (ED) Optimization from PointClickCare. ED Optimization allowed the hospital to start tracking patient visits via enhanced ADT data within the hospital and to coordinate collaboration with neighboring primary care and other providers.

The Solution: Better Records for Better Collaboration

With the large ADT-based collaboration network, offered by PointClickCare, ED physicians and staff are able to quickly track where each patient is coming from, be aware of any critical information about SUD, and provide consistent care across shifts and visits. In addition, statewide Prescription Drug Monitoring Program (PDMP) integration with PointClickCare enables physicians to view relevant prescription histories as part of existing workflow and quickly identify patients struggling with prescription drug addiction. Claire Geldhof, ED RN Case Manager at Bartlett, explains:

“The platform has helped us maintain a continuity of care—within the hospital and the community. And now that it’s been married in to the PDMP, it has been an invaluable resource to our ED as patients travel through the community, state, and, in some places, nationwide.”

The platform also helps hospital staff track preliminary care requirements for admittance into local Medication Assisted Treatment (MAT) facilities— including bedside assessments, ED physicals, and critical patient info. Geldhof continues:

“Ideally, we provide a buprenorphine dose, make the patient comfortable, and coordinate use of care guidelines and community services to determine the best process for transitioning these patients smoothly to MAT.”

Clinical Outcomes

Within the first nine months of ED Optimization implementation, Bartlett achieved:

- A 63.6% retention rate for Bartlett patients enrolled in a buprenorphine MAT program—15% higher than the national average
- A reduction in drug-related staph infections and endocarditis cases entering the ED

“The success comes because each stakeholder has different pieces of the puzzle—whether it’s helping someone get clean needles, or having a place to dispose of old needles, or helping someone get into a clinic that won’t stigmatize them and will get them the MAT they need. These coordinated projects will change healthcare. It’s inspiring to see this community, with all its independent organizations, coming together.”

Nathan Peimann,
ED Physician at Bartlett

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North America’s Most Comprehensive Care Collaboration Network

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