

One-Call service improves access to care for opioid and alcohol abuse

PROBLEM

Opportunity to Improve Access to Recovery

St. Rita's Medical Center partnered with Conduit Health Partners to provide one 24/7 phone number for anyone who wants to start their journey of recovering from opioid or alcohol disorders. A thorough needs assessment with community, hospital and primary care stakeholders were involved in the development of the one-call 24/7 service.

KEY TAKEAWAYS

The Need

A community needs assessment identified that opioid and alcohol addiction services were difficult to access in the Lima community, particularly detoxification services. Many residents of Lima must go out of town for help. Consumers didn't know where to turn when they needed help.

KEY TAKEAWAYS

The Solution

Our solution was to provide access to care with a 24/7 phone number when a consumer wants help for opioid and alcohol addiction.

We developed a project plan with Conduit Health Partners, our community, the hospital and primary care stakeholders. We identified the specific need of consumers addicted to opioids and alcohol.



He also had to overcome the barriers of getting help when a consumer wants to start their journey to recovery.

KEY TAKEAWAYS

The Benefit

Consumers, families, the community and medical providers have a single number to access detoxification and other services for anyone who needs care by dialing One Call.

“The One Call service has simplified access to care for those who are struggling with opioid and alcohol addiction.”

Susan Hawk,
System Director Behavioral Health — Lima