

# EMERGENCY DEPARTMENT MAHHC

## PARTNERING WITH RECOVERY COACHES IN THE EMERGENCY DEPARTMENT

**Richard A. Marasa MD MBA FACEP FASAM**  
**Medical Director Emergency and Walk In Services**  
**MAHHC Community Liaison for substance Use Disorder**

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## Program Overview



## Agenda

- How we got started
- Challenges
- Solutions
- Integration into MAT and RTA initiatives
- Data
- Future Vision

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## How we got started:

- Mike Johnson responding to a grant to place Recovery Coaches in the E.D. approached Jill Lord RN, our Community Health Director.
- Jill talked with me and I followed up with Mike about this novel but compelling idea.
- It became a generally accepted concept at MAHHC, but needed some details discussed and worked out. Lee Morissette PA-C, my Associate Medical Director, jumped right in to provide significant support to the overall program's success.
- Astrid Bradish-Hoyt then took over to help coordinate most aspects of the program. And most recently Zach Labelle has done a great job at taking over for Astrid.

## Challenges:

- Our HCRS Mental Health Workers paved the way for us considering non MAHHC seeing our patients, but the logistics such as “opt-in” or “opt-out” needed to be hammered out, along with where would they stay and/or work from.
- Also, due to confidentiality, official, legal MOU’s needed to be created and signed.
- Then it needed to be determined if Recovery Coaches could see patients on the Inpatient Unit.
- And I am sure Turning Point had to be sure they had enough staffing to provide 24/7 coverage.

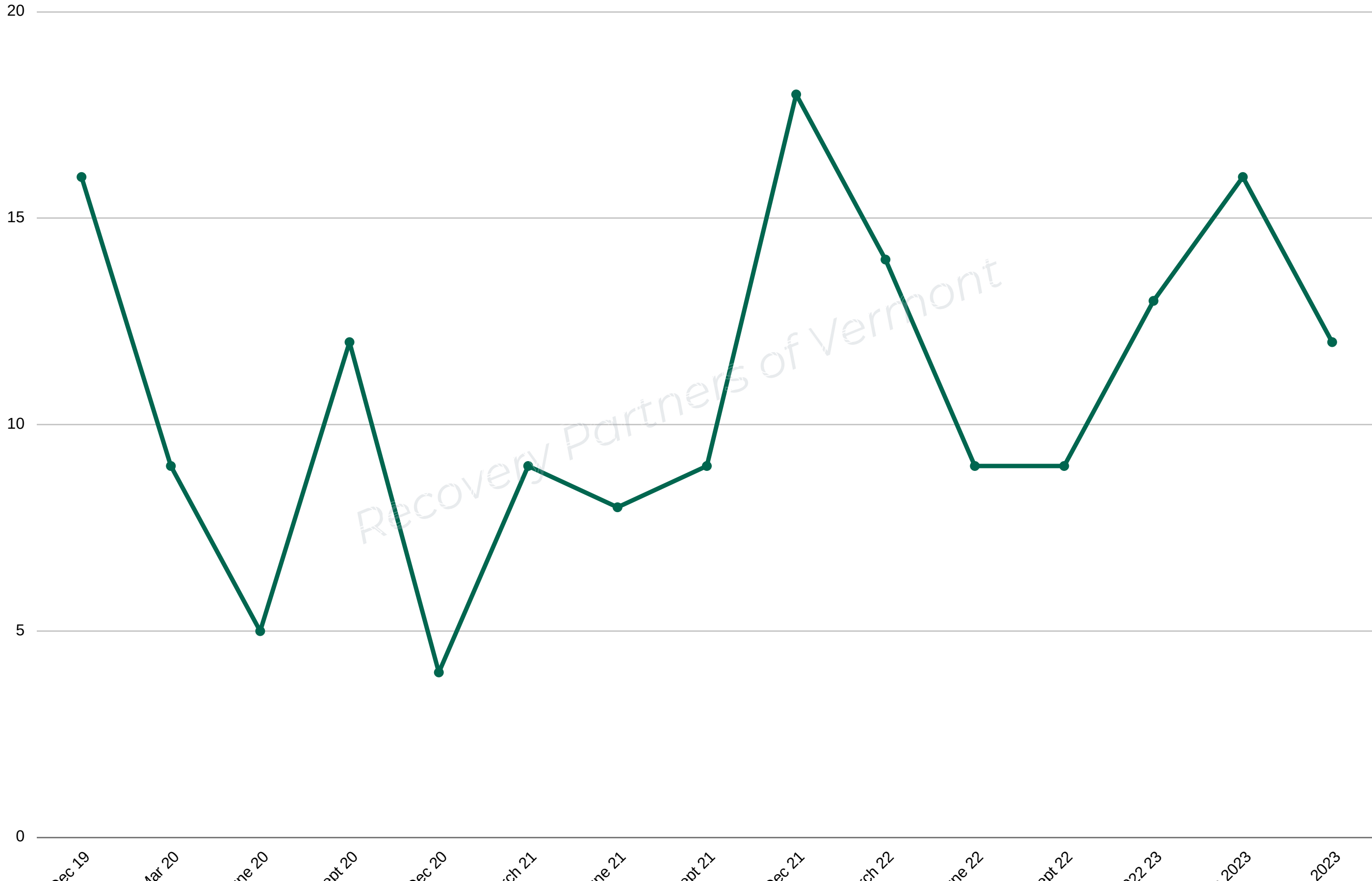
## Solutions:

- A decision was made to treat SUD patients the same as all E.D. patients and essentially ask the patient if they wanted to be seen by a Recovery Coach.
- To make this work even better, the Recovery Coaches agreed to actually come in and be ready to see the patients, even if they were never given permission by the patient. This was transformational for patients and for the Recovery Coaches to gain trust and respect from the staff. This showed an unprecedented level of professionalism and compassion, previously not generally seen in an E.D.
- “Tincture of time” and TLC and superior professionalism led to the Recovery Coaches being welcomed on the Inpatient Unit.

## Integration into MAT and RTA initiatives

- As one might envision, the flexible and overall healing/helping approach of the Recovery Coaches allowed them to fit into our MAT and RTA programs and made them an integral part of all our SUD treatment activities.
- The Recovery Coaches also did a great job with integrating into Dr. Lord's practice, Connecticut Valley Addiction and Recovery, which was a vital part of their work.

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## Future Vision:

- I am hoping that the funding and support for this program continues to be seen as valuable and is made available.
- I see us using motivational interviewing to create contact between our patients and Turning Point Recovery Coaches for all our patients, even those with remote problems/issues related to Substance Use Disorder. Wherever even a remote benefit from contact with a recovery coach, I would like to see an attempt to make that contact happen.

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**Emergency Department**  
Mt. Ascutney Hospital and Health Center

**Thank you.**

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