

RAAM CLINIC IMPLEMENTATION CHECKLIST¹

ASSESS POTENTIAL FOR RAAM CLINIC PROGRAM	
Identify key partners for development of site	<ul style="list-style-type: none"><input type="checkbox"/> Local leadership for potential RAAM clinic<ul style="list-style-type: none">• Organizational lead as well as relevant department manager<input type="checkbox"/> Leadership from relevant community partners (local hospital leadership, local community health organization leadership, WMS manager, shelter leadership, ED leads, etc.)<input type="checkbox"/> People with lived/living experience of substance use<input type="checkbox"/> Other appropriate partners
Identify local priorities for addiction treatment	<ul style="list-style-type: none"><input type="checkbox"/> Identify needs of local community<input type="checkbox"/> Identify existing services and what gaps the RAAM clinic is intended to fill
Identify location for clinic	<ul style="list-style-type: none"><input type="checkbox"/> Clinic space can be in hospital, community agency, withdrawal management services, primary care (e.g., family health team, community health centre)<input type="checkbox"/> Clinic location should be easily accessible by transit and free from physical barriers (e.g., stairs, narrow hallways)<input type="checkbox"/> Must have RAAM clinic-specific signage and hours posted <p>*See space requirements below</p>
Gain support from organization leadership	<ul style="list-style-type: none"><input type="checkbox"/> For hospital settings, this would include the hospital CEO, emergency department chief, chief of psychiatry, nursing educator, etc.<input type="checkbox"/> For community settings, this may include the executive director, clinical program director, etc.<input type="checkbox"/> Leadership must be supportive of idea, as well as allocation of space, staffing, hours of operation
Identify operations leadership of RAAM clinic	<ul style="list-style-type: none"><input type="checkbox"/> Individual(s) responsible for the day-to-day management of the RAAM clinic

¹ Adapted from materials provided courtesy of Health Sciences North.

DEVELOP LOCAL RAAM CLINIC PROGRAM

Identify and set up space	<ul style="list-style-type: none"> <input type="checkbox"/> Note Ontario's accessibility² requirements <input type="checkbox"/> Create a welcoming and pleasant waiting area <input type="checkbox"/> Include a reception desk with appropriate technology <input type="checkbox"/> Include a private assessment space for clinician
Secure necessary technology	<ul style="list-style-type: none"> <input type="checkbox"/> Have easy access to a private washroom <input type="checkbox"/> Computers with cameras and microphones <input type="checkbox"/> Printers <input type="checkbox"/> EMR <input type="checkbox"/> Scheduling software <input type="checkbox"/> Phone <input type="checkbox"/> Fax <input type="checkbox"/> Access to Connecting Ontario <input type="checkbox"/> Access to OTN <input type="checkbox"/> Billing software (suggested)
Develop policies, protocols, supplies, and forms	<ul style="list-style-type: none"> <input type="checkbox"/> Job descriptions (see RAAM Clinic Human Resources) <input type="checkbox"/> Onsite medications (see Clinic Supplies) <input type="checkbox"/> Harm reduction supplies (see Clinic Supplies) <input type="checkbox"/> Evaluation forms and surveys (see Data Collection and Reporting) <input type="checkbox"/> Intake forms and agreements (see Resources Specific to First Clinical Visit) <input type="checkbox"/> Lab requisitions (see Resources Specific to First Clinical Visit) <input type="checkbox"/> Assessment forms (see Resources Specific to First Clinical Visit and General Clinical Resources) <input type="checkbox"/> Client handouts (see General Clinical Resources) <input type="checkbox"/> Discharge guidelines (see Transition Planning) <input type="checkbox"/> Administrative and clinical policies (see Clinical and Administrative Policies) <input type="checkbox"/> Medical directives (see Clinical and Administrative Policies)
Determine hours of operation	<ul style="list-style-type: none"> <input type="checkbox"/> RAAM clinic should be able to accommodate clients within three days of referral/decision to attend <input type="checkbox"/> Prescriber must be available during all drop-in hours, either in person or virtually
Hire staff	<ul style="list-style-type: none"> <input type="checkbox"/> RAAM clinic staff must be able to fill the following functions, as resourcing permits: <ul style="list-style-type: none"> <li style="width: 50%;">• Prescribing <li style="width: 50%;">• Harm reduction support <li style="width: 50%;">• Counselling <li style="width: 50%;">• Referral/system navigation <li style="width: 50%;">• Peer support

² For information about Ontario's accessibility laws, please visit <https://www.ontario.ca/page/about-accessibility-laws>.

IMPLEMENT THE RAAM CLINIC PROGRAM

Establish care pathways

- Establish care pathways with local withdrawal management service, psychosocial services, primary care providers, hospital and emergency services, etc.
- Develop care pathways supported by formal agreements and MOUs where appropriate to ensure smooth transitions
- Take advantage of shared EMRs where possible to flag when internal referrals are made

Launch RAAM clinic program

- Open clinic to the public

Offer training to hospital partners

- Train hospital staff in symptom-triggered treatment of alcohol withdrawal
- Train hospital staff in buprenorphine management of opioid withdrawal
- Train hospital staff in prescribing anti-craving medications for clients with AUD and OUD
- Train hospital staff in dispensing harm reduction supplies and advice
- Add buprenorphine to the hospital formulary
- Create and implement pre-printed orders and treatment for alcohol and opioid withdrawal

EVALUATE THE RAAM CLINIC PROGRAM

Gather data

- Ensure data gathering meets institutional and regional reporting requirements (see [Data Collection and Reporting](#))
- Collect client feedback on experiences of care (see [Data Collection and Reporting](#) for sample client satisfaction surveys)

Check and adjust

- Establish standing meetings with clinic and institution leadership to review what processes are working well and what may need improvement:
 - Review hours of operation and staffing based on demand
 - Monitor wait times for service
 - Engage with key partners to identify challenges
 - Review client feedback