

<b>OPAL-K Update as of March 21, 2017</b>				
<b>OPAL-K Dashboard</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>1/1-3/23/2017</b>
New Enrollments Yearly	518	307	201	34
Consult Calls Yearly	192	532	539	133
Foster Care Cases Yearly	6	48	60	13

Oregon Psychiatric Access Line about Kids (OPAL-K) was funded by the State of Oregon due to shortage of child mental health professionals in Oregon. OPAL-K continues its mission to expanding the availability of high quality mental health treatment to children in Oregon through the support of the “medical home” via timely psychiatric telephone consultation, clinician education, and primary care treatment algorithms. Since the launch of OPAL-K in June 2014, calls have been increasing at a linear rate (see graphs). Initially, we averaged two calls per week, we are now averaging 15-17 calls per week. There are times that we receive 8-10 consult calls in one day. After each call to ensure quality of the consultation service, a program evaluation questionnaire is sent to the PCP who received consultation. Approximately 35-40% of PCPs respond to the questionnaire indicating high satisfaction rate on the services they have received. (See attached PCPs’ comments).

OPAL-K Child Psychiatry Consultants (average years of experience 15 years):

- Lewis Sprunger MD – OHSU
- Lisa Kaskan MD – OHSU
- Keith Cheng MD – Yale Child Study Center
- Kim Wennhold –MD – OHSU
- Kyle Johnson –MD – OHSU
- Margaret Cary –MD – University of Washington
- Nicole Christensen MD – Tufts Medical Center
- Rebecca Marshall –MD, MPH – OHSU

OPAL-K Symposium in Medford, Oregon

OPAL-K provided a free psychiatric symposium at the Jackson County Health Services in Medford on February 24, 2017. This symposium was a partnership between Oregon Health & Science University (OHSU) and the Oregon Pediatric Society (OPS). This was a successful presentation where close to 40 medical providers from Jackson County area attended the meeting and received CMEs.

The following topics were presented:

- ADHD: What to do when stimulants don’t work-Lewis Sprunger, MD
- Anxiety: Identifying and treating the anxious child- Ajit Jetmalani, MD
- Trauma: First step, be aware!- Teri Pettersen, MD
- Sleep: When Children don’t sleep- Kyle Johnson, MD

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- Adolescent Depression Screening, diagnosis, treatment, referral, and community resources- Keith Cheng, MD

Post survey evaluations of this presentation have shown high satisfaction from the medical providers attended the symposium. (See attached).

OPAL-K continues to strive for quality improvement in our major tasks that includes providing curbside phone consultation, educating the primary care providers, and continue outreach to various geographic locations in Oregon. OPAL-K's effort is to ensure providing continues support to the medical providers, in particular rural areas with limited or no mental health services.

### Outreach and Registration

OPAL-K outreach continues to increase the number of clinicians presently enrolled. There are over 1300 medical providers enrolled in the program. As of March 21, 2017. We have received over 1400 consult calls. Some of the providers have made more than 30 calls to OPAL-K and received consultation at the time they made their call.

In an effort to increase provider enrollment our outreach staff continue to visit clinics, provide educational presentations to providers, and staff exhibit tables at conferences. These outreach efforts continue to generate robust enrollment and consult call activities from the medical providers in various demographic areas in Oregon. (See attached list of outreach)

All medical providers in Oregon can register directly for OPAL-K services on our website [www.ohsu.edu/OPALK](http://www.ohsu.edu/OPALK) Some medical providers choose to register by calling the OPAL-K phone line: 503-346-1000 or 855-966-7255 at the same time that they call for their first consult. Approximately 98% of calls are hot-transfer, meaning that provider gets connected to one of our child psychiatrists at the time of their call.

### Foster Care Support

In accordance with the State of Oregon legislative mandate, a psychiatric consultation program was created to provide a formal quality improvement process for supporting clinicians who care for youth in substitute care with particularly complex psychiatric needs. Annually the Oregon Division of Medical Assistance Programs (DMAP) reviews the psychotropic prescription regimen for every youth in substitute care. These reports are sent to the Oregon Department of Human Services, Office of Child Welfare Programs for review. If the prescription regimen meets one of the six criteria described below a referral is made to OPAL-K for a consultation with a board certified child and adolescent psychiatrist.

Since initiation of the program in November 2014, through March 2017, consultation has been

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provided for the care of 129 youth in foster care.

The review and consultation process with the child and adolescent psychiatrist is a direct conversation between the treating clinician and the consulting psychiatrist. The conversation includes a review of the medical indications for the current psychotropic regimen, brainstorming strategies to revise the medication regimen if clinically indicated, identification of additional services that the youth in substitute care and their families may deserve including evidence-based psychotherapy, family support, and school services. Continued consultation is offered for very complex situations when multiple medication changes are recommended or there are changes in the treatment team. A summary of the discussion including recommendations is sent to the clinician and documented in a secure database for monitoring outcomes.

The following prescribing practices trigger a referral for psychiatric consultation:

1. Antipsychotics prescribed for an extended period without an FDA approved indication or without metabolic monitoring
2. Two or more chronic medications in the same pharmacological class
3. Four or more chronic psychotropic medications
4. Medications at higher doses than FDA recommendations
5. Medications prescribed off-label, outside of FDA approved use, or without evidence-supported use
6. Psychotropic medications for children younger than 6 years old, except stimulants in children at least 3 years old

#### Mental Health Care Guides:

Mental Health Care Guides have been well received and accessed by the medical providers. We have received many positive feedbacks from providers who utilized our care guide resources.

The following care guides are available in PDF format for download on the OPAL-K website at: [www.ohsu.edu/opalk](http://www.ohsu.edu/opalk)

- ADHD
- Aggression
- Anxiety
- Bipolar
- Depression
- Psychosis
- Sleep-Dysregulation

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Additionally, we are in process of development of care guides on autism, bullying, learning disorders, posttraumatic stress disorder, psychological first aid, psychotropic medication prescribing principles, and substance abuse.

There are additional links posted on the OPAL-K website at: [www.ohsu.edu/opalk](http://www.ohsu.edu/opalk) for the medical providers to utilize as resources including referral information.

### Case Vignette

A pediatrician took over the care of a 12-year-old girl who previously lived out of state where provider had evaluated her for auditory and visual hallucinations along with out-of-control behaviors (at school and at home) and prescribed medications which the patient continues to take: Abilify/aripiprazole 10mg/day and Zoloft/sertraline 25mg/d. Since the now single mother and the patient's two siblings moved to Oregon, the girl is described as doing dramatically better in school and at home. It turns out that the patient witnessed significant domestic violence perpetrated against the mother. The pediatrician, concerned about the use of an atypical antipsychotic, notes that the patient is not reported to have gained weight while taking the medications (her weight and BMI are both 50-75<sup>th</sup> percentile), but she does have elevated lipids (confirmed by a repeat test). The pediatrician wants to get her patient off the antipsychotic, but the mother is anxious about rocking the family boat, what with so many changes in the past year.

The OPAL-K consultant agreed with the caller that tapering the patient off the medication was indicated that Trauma may have been the primary cause of her original symptoms and the stable social situation is highly likely to be the chief explanation of the girl's improvements. Because hyperlipidemia does not represent a medical emergency, this is a situation where the pediatrician's trusting relationship with the mother and child can be used to come up with a collaborative treatment plan for tapering the patient off the antipsychotic. Elements of this plan would include making sure the mother (and patient at 12 years of age) understood the importance of the improved family setting, the risks of hyperlipidemia, establishing appropriate timing of the taper, and a clarification of what behaviors they would be monitoring. Parents in such situations often need to be reassured that stopping a medication is just as much of an intervention as starting it. If things do not go well, the pediatrician knew they could call OPAL K for additional support.

**Feedback Comments by the Medical Providers Who Called OPAL-K for Consult Service**

I appreciate this service very much. Thank you, also, for the OPAL-K Depression guide which I have printed to keep on my work station at the office.	Clackamas
I am so grateful for OPAL-K! It is so helpful, thank you.	Clackamas
Thank you so much for your timely and knowledgeable guidance! It is truly helpful!	Clackamas
Great service, very helpful! Thank you!	Clackamas
This is such a valuable service. I was struggling with a very complex patient and this consultation helped my formulate a much better plan while we try to get her in to the developmental/behavioral specialists	Clackamas
I was pleased with the speed and efficiency of the process and am glad OHSU is offering this service as access to psychiatry is a growing issue for pediatrics.	Clackamas
It is a great service, very much needed in rural health care. Thank You	Clatsop
Any conferences on addressing behavioral issues in children would be greatly appreciated	Clatsop
'This is my first utilization of OPAL-K, but certainly not my last. Very impressed. Thanks Dr. Cheng' This form was faxed to the office	Clatsop
This is a tremendous resource for those of us in rural areas providing so much mental health in a primary care setting! I will definitely use this resource again and will share with colleagues.	Columbia
Excellent service and very helpful in guiding my care of the patient.	Columbia
This is a great service. Very valuable. Keep up the good work!	Coos
I have referred the program to my colleagues and will be using the program again the future.	Coos
Excellent consultation, I called with what I thought was a fairly straightforward question, but Dr. Kaskan had so much more useful information for me It not only enhanced my patient's care, but also furthered my education. Much appreciated!	Deschutes
Very helpful. The only other option usually is to call one of our local psychiatrists and run the case by them if a patient can't be seen for several weeks (or months), but I liked this better because I didn't feel like I was interrupting someone's clinic day since this service is set up specifically for this.	Deschutes

As a first time caller I wasn't sure if that was the consultant or not so found myself giving more detail about the problem than was necessary. Otherwise everything was wonderful. I am so thankful for OPAL-K's existence.	Deschutes
Amazing service as usual! Dr. Sprunger was so friendly and helpful, don't know what I would do without OPAL-K!!	Deschutes
Don't know what I would do without Opal-K!! SO grateful for your service, thank you thank you!!	Deschutes
THANK YOU!!!	Deschutes
Thank you all so much for your support; in all seriousness, if anyone's looking for a change of scenery, and would be willing to care for poor kids, please come check out Bend!!!!	Deschutes
You all are phenomenal and I am continuously grateful. Would any of you like to come live in beautiful Central OR and treat poor kids? We have lots of clients!!!!	Deschutes
Sorry for the 4:57PM consult call - really appreciate the access and great advice!	Deschutes
THANK YOU!!!!!!!!!!!!	Deschutes
Your services are indispensable for this underserved area Your services are in dispenser bowl for this underserved area	Deschutes
THANK YOU!	Deschutes
To be certain the patient's care plan has actually improved will be seen over the next couple of weeks, I do anticipate the changes made today will be beneficial. Here on the south coast, we would be lost without this service and your terrific staff, care team. Thank you	Deschutes
I did not feel that my treatment plan was truly altered by the consult today although it did affirm that I was likely headed in the right direction.	Deschutes
Thank you so much for this service. It is truly invaluable to the community.	Deschutes
I have used this service twice (thus far) on the same kiddo. Your help was extremely beneficial to the care of this patient. This is a great service. Thank you.	Deschutes
First time accessing opal K was today, very helpful and prompt.	Deschutes
Very nice service you are providing for clinicians like myself. Rural practice with very limited MH services. Thanks,	Deschutes
This is my first time using your service. It was completely more helpful than I expected. I have not seen the patient in follow-up to	Deschutes

be able to assess any improved outcome but I have not heard otherwise. Thank you again!	
Thanks for the helpful thoughts by phone!	Deschutes
Thank you!	Deschutes
'First time I used the service. Provider response was prompt, professional, and helpful'.	Deschutes
THANK YOU! I cannot say it enough! I am ever grateful for the time and thought put into the consolations from physicians I have had the privilege to speak with through Opal-K. Thank you!	Douglas
Dr. Kim Wennhold was extremely helpful. It is frustrating we don't have a child psychiatrist in Douglas County but OPAL-K has been extremely helpful for crisis situations. Thank you!	Douglas
Great resource for me, thank you!	Douglas
Much needed service for those of us working in rural communities without access to pediatric psychiatrists.	Douglas
The best part about the OPAL-K consultants is that they help me to feel better about treating difficult cases and that I'm not alone. The validation of my assessment, plans and how challenging these cases are is immensely reassuring.	Harney
Obviously my frequency of usage attests to my appreciation and recognition of OPAL-K's value to my practice. I feel much more confident keeping children in our primary care setting with OPAL-K looking over my shoulder and away from the poly pharmacy of many outside providers of mental health services in our community.	Jackson
This is such a great service. As a PNP I need to be able to manage depression and anxiety in my student population but at times I am stumped. Knowing I can call OPAL-K and speak to someone quickly is a great service and I learn more about how to improve my mental health care practice. Thank you so much for providing this service. With such a shortage of child psychiatrist in our area this is invaluable.	Jackson
I could not be happier with the service that opal-k provides. The easy access to a skilled pediatric mental health clinician has greatly improved my comfort level managing pediatric mental health problems.	Jackson
This service is invaluable and I should use it more often! As a NP with great desire to help teens with mental health concerns but limited tools in my toolbox I am limited but with OPAL-K I am able to serve these teens successfully! Thank you!!	Jackson

Opal- k provides an incredible service to primary care providers - thank you!	Jackson
You guys are the best!!!!!!	Jackson
I so appreciate this valuable resource. Thank you.	Jackson
This is like training wheels for the primary provider who is trying their best to provide mental health services locally! Loved it! Super helpful as I struggled to decide where to go next. This is a most valuable service and I will definitely use it again! I appreciate the speed of answering the call and the detail help. THANK YOU!!	Jackson
I am profoundly grateful for the service I have received from OPAL-K. In a community that has inadequate mental health resources regardless of insurance status - OPAL- K has been a critical strategy to expand mental health resources within the primary care medical home model. Thank you.	Jackson
The more I use this service the more valuable It has become. Quick Access to mental health guidance for primary care pediatricians is a godsend!	Jackson
Thanks	Jackson
The consultant did not necessarily have more info about this particular question than I had, but it was very helpful to brainstorm the issue with her. I felt more confident in my decision making, so she and the process were very helpful that way. Overall, it was a very positive experience for me. I had never used OPAL-K before. And I was very impressed by the rapid response. Thanks.	Jackson
I could not be more impressed with the service I received from my first consult with OPAL-K. I was connected to speak with Dr. Flegel within 5 minutes of my initial call. Dr. Flegel thoughtfully reviewed options for management of my 6 -y-o patient with autism and concerns for ADHD and anxiety. I found the written feedback summary very helpful. I have already shared my very positive experience with the other pediatricians in my practice and encouraged them to make use of this valuable service. Thank you!!!	Jackson
Very helpful! Thank you for providing this service.	Jackson
Excellent Service- Priceless for those of us in remote areas! thank you so much	Jefferson
Wonderful help! Thank you!!	Josephine
Not only did speaking with Dr. Wennhold help, but the fax she sent was of great assistance. Thank you for all your help.	Josephine
Great service, especially with such a nationwide shortage.	Josephine



So grateful for this service.	Klamath
So glad you are here. Thank you	Lane
Very quick and easy. Provider who returned my call was very helpful and provided helpful information.	Lane
Thank you, very helpful.	Lane
Thanks so much.	Lane
The psychiatrist I spoke to was very kind and disarming and I was able to give him a clear picture of my patient.	Lane
Fantastic service and with the difficulty accessing mental health services in our community, it is so helpful to have this available! Can't thank you enough!	Lane
Appreciate talking to someone right away and the feedback. Thanks a lot! It's wonderful to have this statewide service for C and A psychiatrists.	Lane
Thanks! Dr. Kim was great.	Lane
This was the first time I have used opal k.	Lane
Thank you so much for your help!	Lincoln
When I talked with the psychiatrist, she was very helpful and gave thoughtful recommendations (which changed my expected management in a beneficial way). I thought the follow up note/feedback was helpful.	Linn
Wonderful service. Thank you for all of your help!	Linn
I really appreciate your service! Thank you.	Malheur
In the clinical trenches it is so easy to lose sight of the bigger picture. OPAL-K consults help me regain some much needed clinical perspective and widen the realm of treatment options. I just can't say enough positive about this service. Thank you!	Malheur
This is a great service for providers in the field who just need a quick consult to help think things through, to make sure nothing has been overlooked or to obtain useful suggestions. Thanks!	Malheur
As a PMHNP working in rural frontier integrated medicine I REALLY appreciate this service. Dr. Wennhold is very professional & helpful. However, I have to say... the pat response 'maybe you should refer this client to a child psychiatrist' is really frustrating. First, child psychiatrists in rural areas are rare. Second, I do consult with the one available to me and frankly it is not always that helpful. In rural communities we work with the resources we have. OPAL-K expand our resources. There are times I do need a second opinion or the opportunity to just 'talk it through' with someone experienced,	Malheur

up to date, and objective. Thank you for your service and for the opportunity to comment.	
Thank you!	Malheur
Dr. Marshall was not only a wealth of information but actually cared. This service is invaluable to those of us practicing pediatrics in a rural setting. I will not hesitate to use OPAL-K in the future.	Malheur
I value your service tremendously! I have always been treated well, treated as a professional and as a party trying to help someone. The care plans discussed are always well thought out, your providers give consideration to each and every case presented. I value this for children, I would love to have this service for the adults I see twice a week!! I have never been treated as a lesser provider because I am a nurse practitioner, I have been treated with respect and as a valued provider in the community.	Marion
Very helpful. Thank you for providing this service for us general pediatricians!	Marion
OPAL-K is fantastic. I have several patients that I don't know what I would have done with had it not been for OPAL-K and the assistance provided. My only thought is that if there is any availability to provide more extended hours for consult that would be very helpful. As a PCP who often sees 25+ patient from 9-5, it is hard to find time to call during those hours (in fact, I almost always end up calling in on my day 'off' while my children nap!). Even availability from 10-6 would be helpful but I do understand the scheduling conflicts!	Marion
Dr. Wennhold was very helpful and she called me back immediately. Thank you for offering this service.	Marion
It is so nice to have such a knowledgeable back up to consult with. There are many things we are taught in school, however those out of the ordinary situations are always going to pop up! Thank you for providing this service.	Marion
Very prompt and excellent phone consultation service. Excellent assistance and clear plan for follow up contact if needed.	Marion
Great experience. I really appreciated the written summary that can be scanned into the patient's chart--very professional and helpful.	Marion
This was my first time accessing OPAL-K and was SO pleased with the experience. I am teaching my students about this valuable community resource and am certain that I will use it again in the future.	Multnomah

Thank you Dr. Lisa Kaskan for listening and providing excellent feedback!	Multnomah
Child psychiatry is an extremely limited resource. Because I am able to access OPAL-K same-day by phone, I am able to provide necessary mental health care to many patients that would otherwise wait months to see a child psychiatrist	Multnomah
Like having a psychiatrist just down the hallway in your clinic!	Multnomah
Incredibly valuable program	Multnomah
Thank you!!!	Multnomah
As a primary care provider in the community, I am so appreciative of the services of OPAL-K. It is an outstanding resource and I hope it can serve as a model for extending psychiatric care to children all over the country.	Multnomah
Great and timely service. Thank you for taking the time to speak with the Kartini Clinic to determine if the timeline for access was reasonable and appropriate.	Multnomah
I can't believe how great this service is! What a great resource.	Multnomah
amazing resource I can manage much more complex mental health issues without needing to refer to psychiatry as frequently	Multnomah
This is an incredible resource and this access both substantially improves my patient care and enhances my knowledge	Multnomah
Able to ask for help with alternatives to benzos for short term severe anxiety - very helpful	Multnomah
My patient care for mental health issues has improved dramatically with OPAL-K	Multnomah
Dr. Sprunger was AWESOME. I really appreciated his help and this hotline is INVALUABLE!	Multnomah
Very nice to have this support, substantially improves patient care and safety	Multnomah
This is an incredibly valuable service	Multnomah
Thank you for this service. It is a great help for me in managing my patients.	Multnomah
Thanks so much for this service!	Multnomah
I am able to provide better care more confidently with the timely consultation that OPAL-K allows	Multnomah
Invaluable resource	Multnomah
This is such a valuable service.	Multnomah
Great program! please keep it open	Multnomah
Great program and very helpful	Multnomah

I appreciate the prompt response to my question about ADHD medication for an 8 -y-o child.	Multnomah
Thank you for the timely response and help. I feel more confident and that I have a resource for my patients.	Multnomah
THANK YOU so much for your timely assistance. This program has made a great difference in my ability to care for my patients.	Multnomah
I was very impressed with the service. I felt the Physician provided better input to my case than other community Mental Health Providers. She offered thoughts about medical issues that could be contributing to the situation - I found that very helpful. Thank You	Multnomah
Such a valuable resource, feel very lucky to be able to access child psychiatry so easily!	Multnomah
Extremely valuable service	Multnomah
I appreciated the specific information for my patient. I also appreciated the education about next steps and the evidence behind the recommendations. Thank you for your work!	Multnomah
Very helpful and easy to talk to. I so appreciate having this service.	Multnomah
A much appreciated and needed source of psychiatric advice!	Multnomah
Invaluable service	Multnomah
Incredibly valuable resource, have been able to give substantially better care due to immediate consultative availability	Multnomah
Really felt supported by the service. Thanks!	Multnomah
Thanks!	Multnomah
Thanks for guidance	Multnomah
Opal K is an invaluable resource - incredibly helpful	Multnomah
This is a Wonderful service. Thank you!	Multnomah
This is an amazing service that offered exactly what I needed-- a friendly, knowledgeable consultant; extremely timely responses; complete recommendations that span from evaluation to treatment recommendations and follow up recommendations as well. I cannot say enough about how helpful this has been!	Multnomah
Patient was under the care of another mental health provider, but the psychiatrist I spoke with really helped me with my clinical management at that moment (and when I could not reach the patient's own provider).	Multnomah
This service has been invaluable. Child psychiatry resources are sparse in our area; OPAL-K has provided advice on my complex patients in such a timely manner that it has likely resulted in earlier	Multnomah

therapy months sooner than would have been the case without this service!	
Dr. Kaskin was so helpful--thanks so much!!!!	Multnomah
This is a great program - thank you very much. I think this is such a great program! Thank you!!)	Multnomah
This is an invaluable resource for Oregon clinicians. My patient has an appointment scheduled with a psychiatrist in 2 months, but the family couldn't wait that long to address the significant behavioral issues. With OPAL-K, I can manage his issues with the family unless he starts care with a psychiatrist.	Multnomah
Thank you!	Multnomah
The consultation confirmed that my decisions were sound choices and I was very thankful for the contact.	Multnomah
I am grateful for this incredible resource to provide rapid mental health interventions for our pediatric population in Oregon. Thank you!	Multnomah
OPAL-K is an incredible service! I have already recommended it to all my colleagues. Dr. Flegel made me feel much more comfortable and capable with the management of my patient, and I am so appreciative of the time she took to speak to me in depth about not only the patient, but general management of OCD. While it is true that I work in Portland, and the Portland metro area probably has the most access to mental health care when compared to the rest of the state, what seems to be lacking is access to outpatient psychiatric care, and psychiatric care that is highly relevant to a general pediatric patient and a general pediatrician. I found that Dr. Flegel was very much in tune to the needs of a general pediatrician, and she presented her consult in an EXTREMELY understandable, systematic and 'doable' manner that made me feel confident in the care of the patient. Also, our conversation was timely, and the summary was so helpful. Thank you again!!	Multnomah
The service is tremendously helpful. I've used it twice now and have had nothing but good things come out of the interaction.	Multnomah
Spoke with Dr. Chang this afternoon. He was fantastic.	Multnomah
This is helping me tremendously!! Thank you so much	Multnomah
I had resource questions mostly	Multnomah
First time I had used this service. It was phenomenal. Thank you.	Multnomah
Thanks.	Multnomah

Dr. Sprunger was really great. He was patient, friendly and collegial. I called with my resident who took a nice history and he was complementary of her. My resident and I both left the call feeling supported and more confident in trying out a new treatment plan. This was for a new patient--a complicated child with prior mental health diagnoses and autism for which we had inadequate medical records. Thank you for this service!	Multnomah
Thank you for the great advice!	Multnomah
I really appreciate the information I received. Additional information was given to share with my patient.	Sherman
The immediate impact , in terms of care for my patient was wonderful	Sherman
Saved my angst caring for an acute patient! Thanks	Tillamook
So very wonderful to have colleague to review information with!!	Tillamook
Love the Care Guides!!!!!!	Tillamook
Wonderful follow up letter that will help to brainstorm future problems. So very appreciative!!	Tillamook
Care plan improved - unsure if effective yet -- Would you ever want feedback on success???	Tillamook
This phone consult was excellent -- I must note that I called for a patient of mine whose son has been complex and I fear not in control, though in fact he is not my patient directly. Nevertheless the guidance was transmitted to the father (my patient) who was very appreciative as well, and has acted on the suggestions promptly.	Umatilla
Dr. Christiansen gave me important guidance regarding issues of assent and permission for medications and psychotherapy for children in the midst of custody battles. Her advice enabled me to reach out and collaborate effectively with a parent who felt excluded from his child's care. By doing this I was able to make a real and positive impact on the child and her family.	Wallowa
Can't tell you how grateful I am that you guys are doing this. Thank you!	Wallowa
Awesome - pleasantly surprised by how easy it was to connect with a clinician and get much needed help for my patient. Thank you!	Wallowa
Such an invaluable resource!	Washington
Thank you! I am so grateful to have access to OPAL-K	Washington
OPAL K is a fantastic resource and gets my patients the care they need faster.	Washington

Great resource	Washington
This service has been incredibly helpful for my patients. I spoke to a psychiatrist and developed a plan prior to patient leaving the clinic.	Washington
What an incredible service you provide! With mental health services so limited these days, we PCPs often find ourselves 'over our heads' so this service is so helpful. Thank you so much!	Washington
The doctor quickly addressed my concerns and helped set up a plan of care.	Washington
I love having this available. Both times I have called I have felt comfortable with the discussion and plan.	Washington
This is an incredible service. My patients received better mental health care due to this service.	Washington
I am very grateful for OPAL K and I am so glad it is available. It makes me a better clinician. Thanks!	Washington
Great interaction. Very helpful. Will definitely continue to use service	Washington
Awesome as usual!	Washington
Thank you for this fantastic service. I am was impressed with how easy the service was to use and it aided my decision making and patient care.	Washington
Very attentive, thoughtful and helpful discussion. Thank you so much!	Washington
Extremely helpful and thoughtful input. Thank you very much!	Washington
I am very excited about this program and being able to talk over difficult cases with a psychiatrist. I feel like it provided better and more timely care for someone that truly needed it. I have already shared the number with my fellow pediatric partners.	Washington
Getting psychiatric service for our kids have been a TREMENDOUS struggle. I am thankful that we have OPAL-K to help bridge their care.	Washington
The experience I had with the program was very satisfying. I appreciate the timely manner I spoke with Dr. Christiansen regarding some questions I had. The call helped in the decision making process of managing a case.	Washington
Great Support, thanks!	Washington
The OPAL-K system has greatly enhanced my ability to help my patients. Rather than a time consuming referral to a network of providers that are already overburdened, I am able to troubleshoot issues with the help of an expert and manage my patient in real time.	Washington

This is a tremendous service! For all of the above reasons, I am very satisfied!	
So grateful for the OPAL-K service!	Washington
Thank you for this amazing service. And these Primary Care care guides are a great resource. Downloading them all now.	Washington
Having this service will definitely keep me from sending patients with mental health needs to ER if not indicated. The consult helped me manage my patient while we were waiting for the psychiatric outpatient appointment. Dr. Sprunger was thorough and knowledgeable. Thanks again.	Washington
I was a little nervous about using this service, but found it very user friendly and of a huge benefit to my patient/clinical practice. Thank you very much!	Washington
Thank you very much. This is useful!	Washington
Only used it once and the consultation confirmed my current treatment plan. I believe it will be very helpful as I use it more.	Washington
Hearing reassurance that my treatment plan was very similar to what was recommended by Dr. Kaskan was very helpful.	Washington
I appreciated the time Dr. Kathy Flegel took to talk with me about my patient. My patient ended up receiving care from another psychiatrist but she was willing to look at her schedule and arrange for my patient to be seen with her in a timely fashion. She offered advice on how to manage my patient and options for care.	Washington
Thanks. Good to bounce off tough situation with your staff!	Washington
Thank you!	Washington
Fantastic service! Timely, useful, clinically very helpful.	Washington
Dr. Sprunger was very nice.	Washington
This service is incredibly helpful for me as a primary care midlevel provider. I was able to speak with the doctor very quickly when I called and I got very helpful advice. I was able to serve my patient and his family in a way that I would not have been able to without this service. I also enjoyed the conversation as a personal learning opportunity. I look forward to using it in the future!	Washington
This is the first time I've used the services, so can't report on outcome yet, but I'm very grateful for the resource.	Washington
This was my first instance using Opal K, so far quite helpful. I am not yet able to weigh in on outcomes. So far very pleased to have this resource.	Washington



This is a huge benefit to Primary Care Providers like me. Thank you.	Washington
Thank you. Very helpful and convenient service. Today was the first time I used it and I plan to tell my colleagues about the good experience I had. It was very helpful to receive suggestions for managing my patient's care and I feel that I provided better evaluation and recommendations thanks to the consultation I received.	Washington
I trust patient outcomes will improve because of OPAL-K. Thank you for this service.	Washington
The written summary was very helpful and I found the resource to be reassuring. Thank you	Wheeler
Such a beneficial service for our pediatric mental health patients. Dr. Wennhold was incredibly helpful and certainly my patient will benefit.	Yamhill
This is a very helpful service and is virtually painless to access. Thanks,	Yamhill
Appreciate the article sent along after the consult. Appreciate the education as well as the consult to help my patient.	Yamhill

## OPAL-K Post-Service Survey

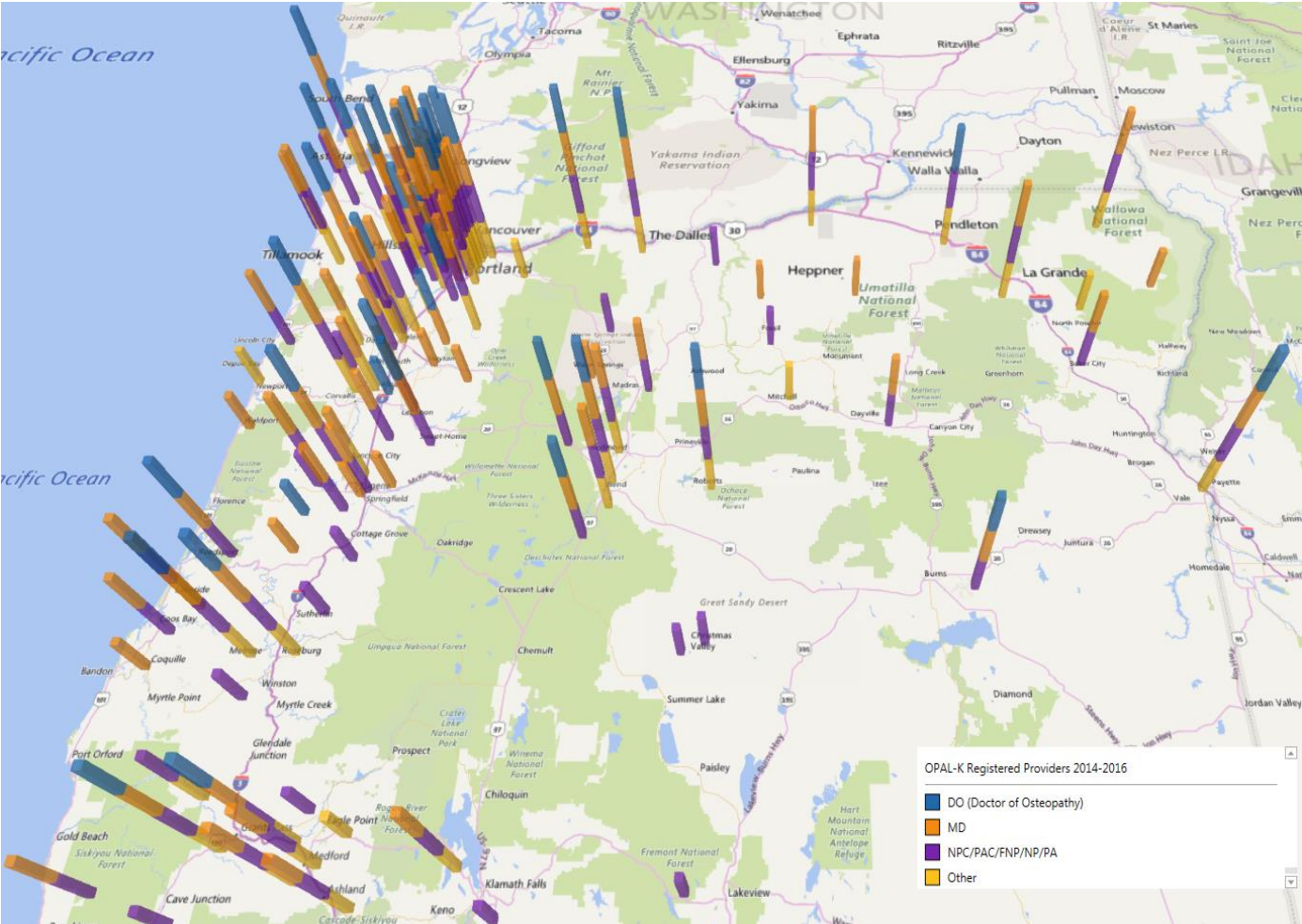
**n= 449**

No	Survey Item	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
1	I find the OPAL-K consults to be useful	388	51	5	1	1
2	The team member who answered the phone treated me professionally.	416	27	0	0	1
3	I was able to connect to an OPAL-K consultant in a timely manner	406	34	1	0	1
4	I am very satisfied with the process of being connected to an OPAL-K consultant	410	27	7	0	1
5	My patient received mental health assistance more quickly because of the OPAL-K program.	301	58	53	7	1
*6	I am better able to care for my patient after consulting with OPAL-K.	197	26	6	2	1
*7	I am more comfortable addressing mental health issues in my practice knowing I have OPAL-K consultants available.	197	23	8	3	1

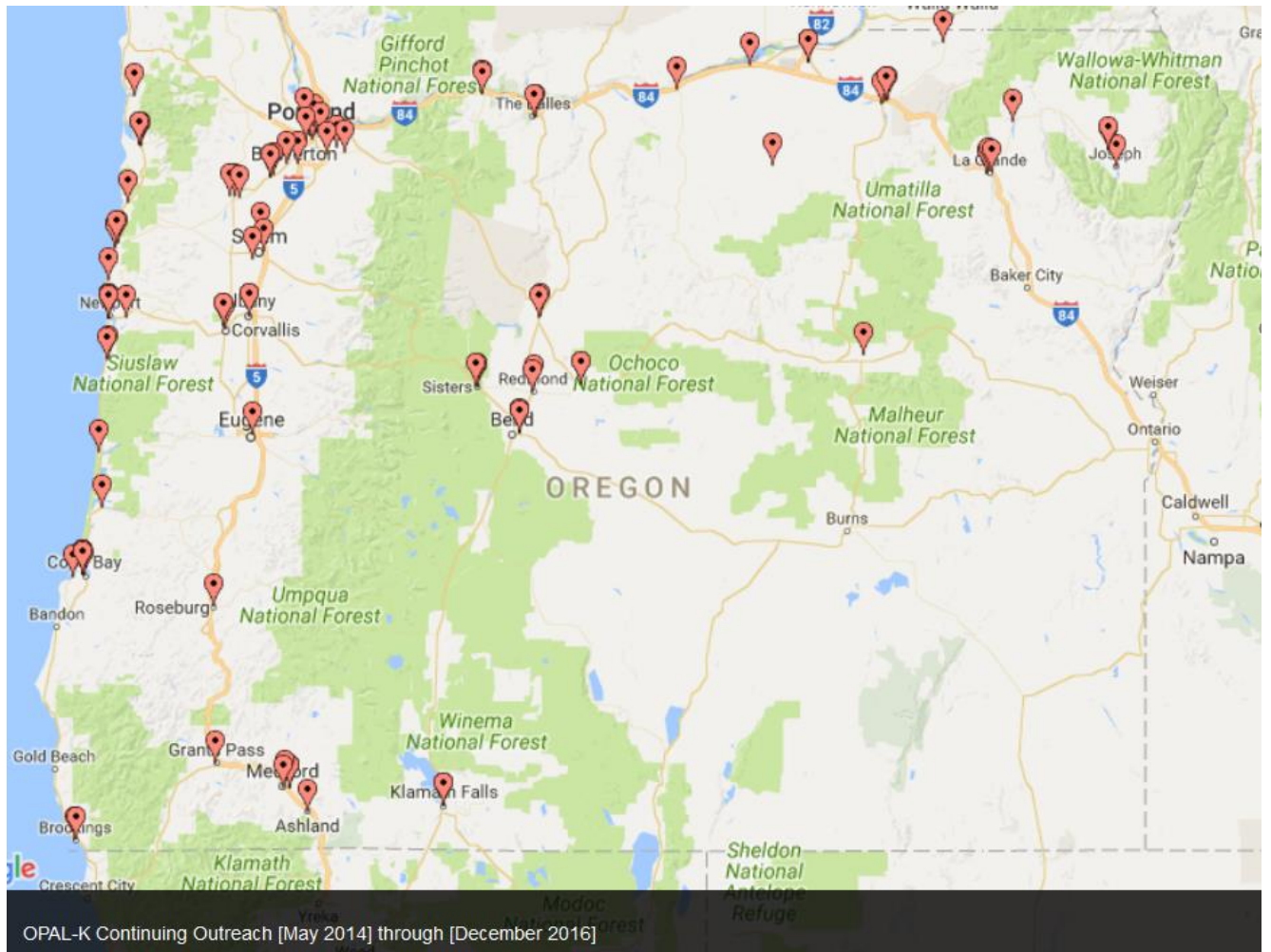
\*n= 232 for questions # 6 and 7, these two questions were added much later in the program

Updated: 3/21 2017

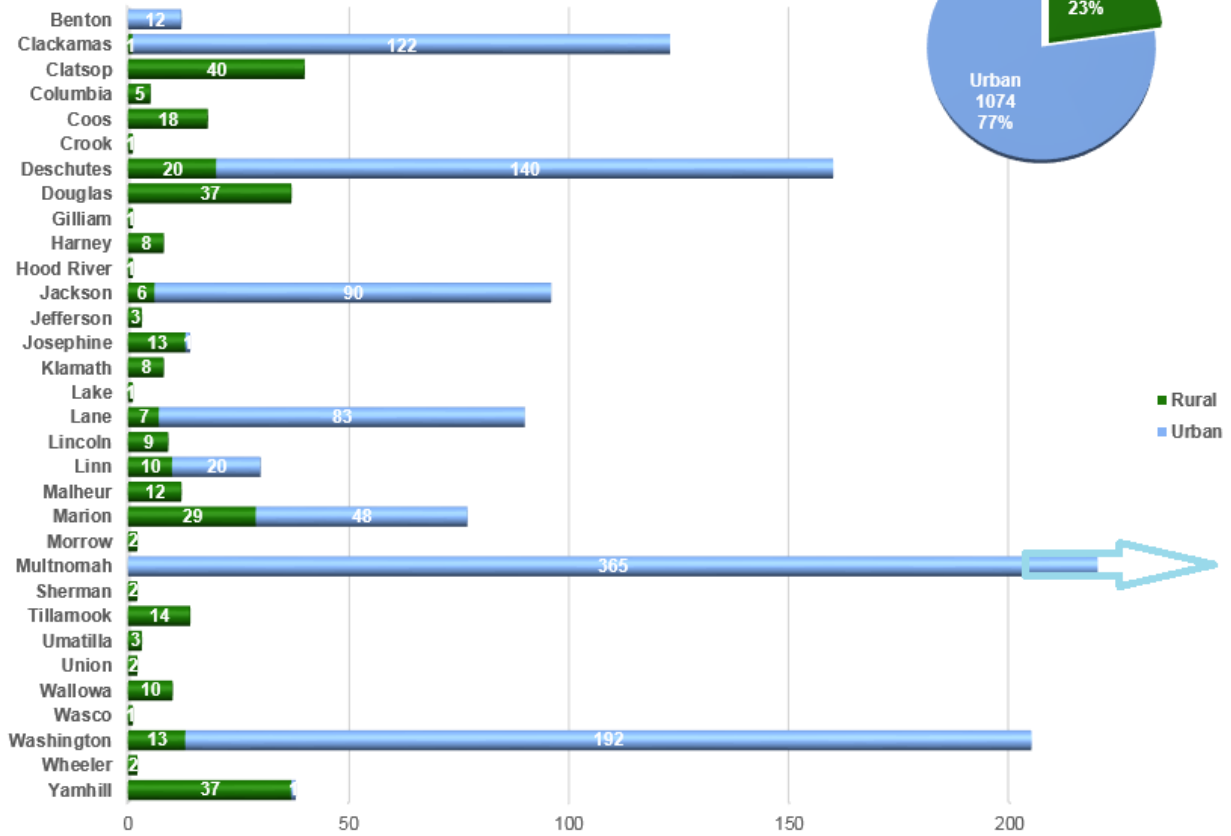
# OPAL-K Registered Providers in Various Regions in Oregon



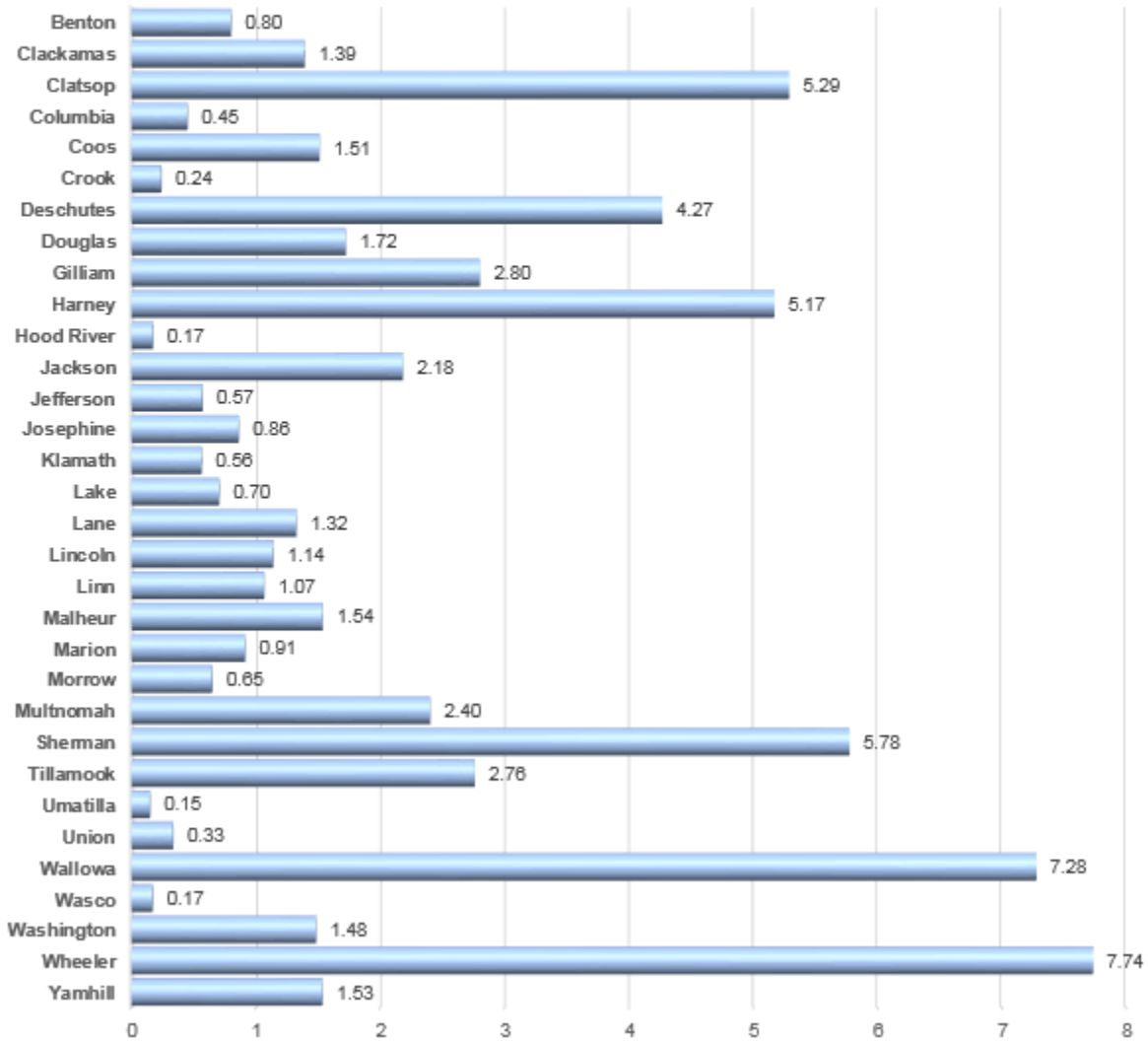
# OPAL-K Outreach to Various Regions in Oregon



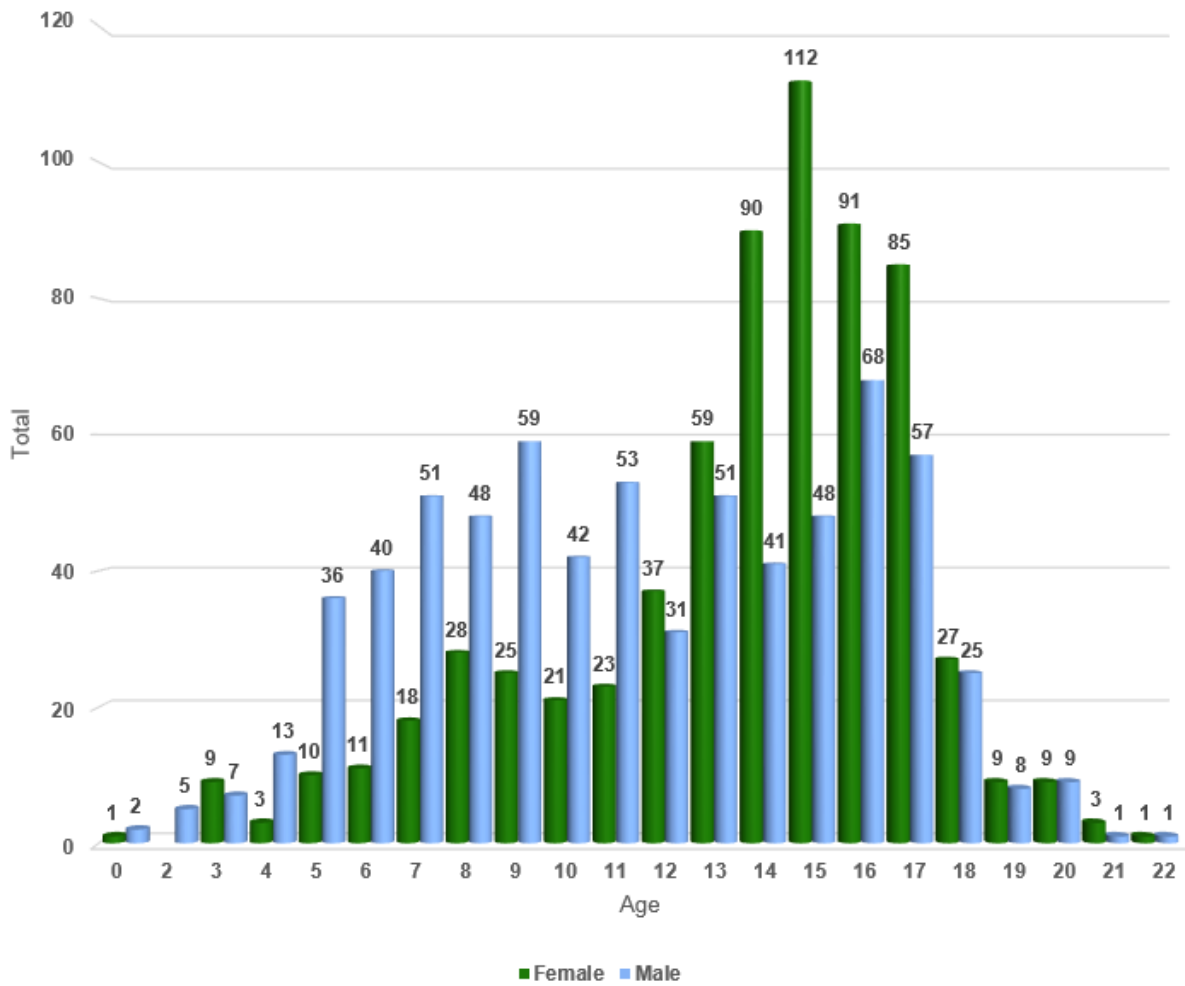
**OPAL-K Consult Distribution by County**  
**May 2014-March 22, 2017**  
**n=1390**



OPAL-K per Capita Incoming Calls Made by  
 Medical Providers by County  
 (per 1000 Population Age 0 to 17)  
 May 2014-March 22, 2017



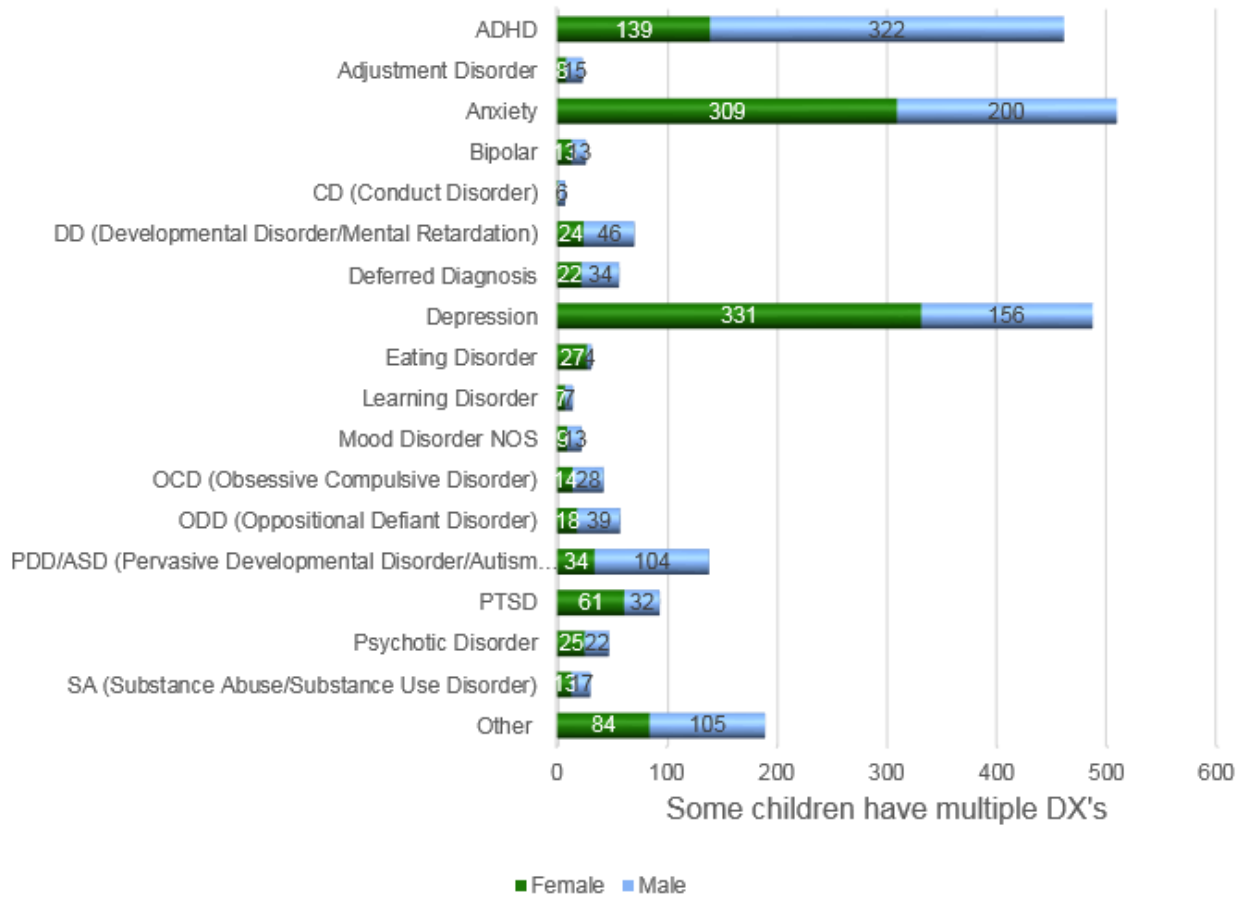
**OPAL-K Age Distribution of Patients  
May 2014-March 22, 2017  
n=1368**



# OPAL-K Children's Diagnoses

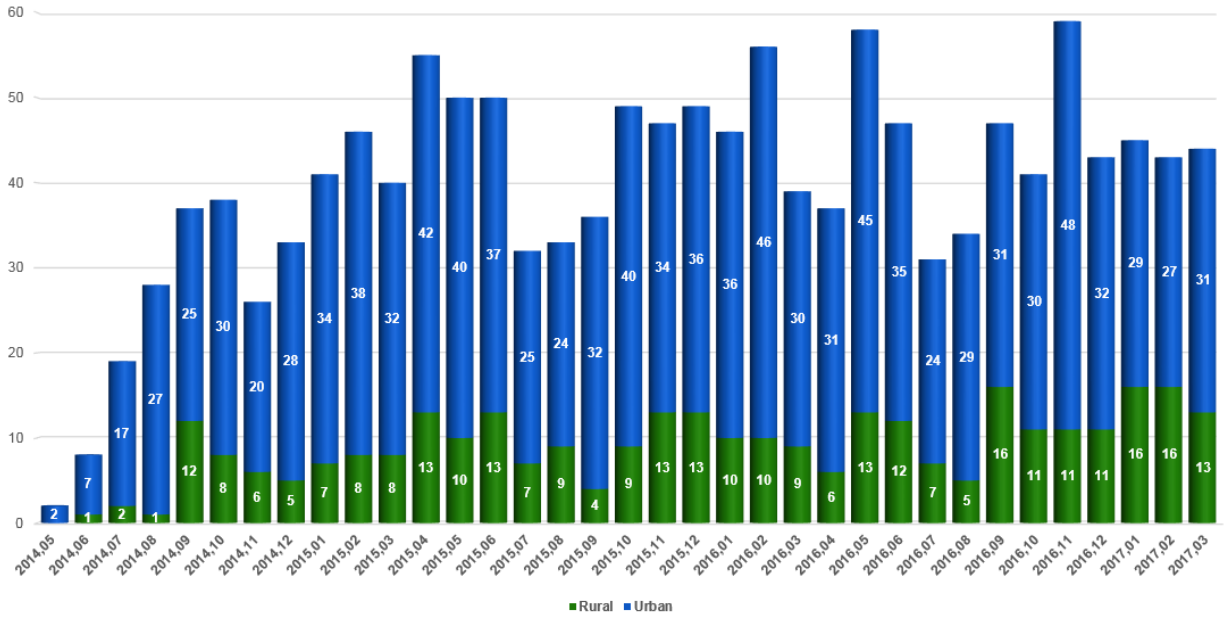
## June 2014-March 22, 2017

n=2302





OPAL-K Monthly Consult Distribution by Community  
 May 2014-March 22, 2017  
 n=1389



OPAL-K Monthly Calls

