** Conducting a Walk-Through**

 ‘ ‘Understand what it’s like to be a justice-involved person’

***Walk-Through for Jail & Community-Based Provider – The Handoff***

One of the best ways to understand the experience of a justice-involved person who comes in contact with your organization or facility is to “walk through” the process as they would. The intention of this exercise is to examine the process of a justice-involved person continuing or starting MOUD in the jail and the process involved of transitioning the person from the jail to a community MOUD provider post release. For jails and community providers, think about how the referral and hand-off processes flow, how and when the referrals are made/received, how long it takes to be evaluated and/or receive MOUD after entry, and how long it takes to be received by a community provider after discharge. Assume this is your first time ever. What’s it like? What works? What does not?

**How should the walk-through be structured?**

For this walk-through, we recommend conducting a table-top exercise. The purpose of the table-top is to have an informal discussion around the table or via Zoom with your Change Team, your partner site’s Change Team (if applicable) and any additional key stakeholders you would like to invite, to discuss how a specific process or activity occurs including what each Change Team member’s role is. For purposes of this exercise, the study team would like for you to discuss what happens on the jail side to prep and determine the referral and how does referral occur. You will also want to discuss what happens on the community treatment provider side; how is the referral made/received from the jail, is there contact with the incarcerated person prior to release, what does the intake appointment look like, what is the time from release to first appointment, are bridge medications provided, if so by whom?

**Who participates in the walk-through?**

It is encouraged to have individuals from both the Jail Change Team and the partner Community-based provider Change Team (if applicable) participate simultaneously. If you are not working with a community provider as part of this study, invite a staff member from a community provider you closely work with to participate in the walk-through. Having members from each Change Team and outside stakeholders allows for a better understanding of each site’s organizational structure and processes, in addition, it provides a “fresh look” to the parts of the process that are not their own. Participants can then report back to their respective Change Team(s) on their experiences and observations.

**Goal of the walk-through for the JCOIN Study**

The purpose of the table-top walk-through is to gain a deeper understanding of how an incarcerated person is connected with MOUD support services within jail & post-release. The walk-through will help sites identify aspects of a process that could be improved or even missing. It is important to note that as you and your teams conduct your walk-throughs and use the templates & instructions provided, please know that our study team understands that there will be great variability and flexibility within each site’s processes and walk-throughs.

As you complete the table-top exercise, be sure to take thorough notes on your discussions and observations. The notes you record will be shared with your NIATx Coach during the Kick-Off meeting to start the process of identifying one or two Aims that will lead your Change Project and PDSA cycles.

**Walk-Through Table-Top Exercise Template for MOUD Referral Hand-Off from Jail to Community-Based Provider**

For the table-top exercise, our study team is asking you to complete two steps. Each step is detailed below. If you have any questions completing the table-top exercise, please reach out to your assigned NIATx Coach or study team for guidance.

**Step #1**: To begin your table-top exercise, please create a flowchart to document the steps it takes for the justice-involved person to continue or begin MOUD in the jail, and end with the justice-involved person being referred to, and then receive MOUD support services post incarceration by a community provider. The flowchart format does not need to be fancy - it can be handwritten or created in Word. When creating your flowchart, please include the following steps:

1. How is the justice-involved person identified as a candidate for a MOUD referral within the jail? If receive MOUD within the jail, how does the justice-involved person receive inductions? If already on MOUD upon entry, what are the steps taken to continue MOUD.
2. When and how is a referral made prior to release for, 1) Those who received MOUD while in the correctional setting and need continuation of MOUD, and/or 2) for those who were identified as having a OUD and did not receive medication while in the correctional setting.
3. When and how is the first MOUD induction given or a prescription (new or continuation) written at the community provider site.

**Step #2:** Below is a list of questions to consider for additional discussion while conducting your table-top exercise, but it is not necessary to discuss them all. Make sure to identify someone to take thorough notes that can be shared with the team(s) afterwards. ***You will be asked to share these notes, observations, and flowchart with your assigned NIATx Coach during the Kick-Off meeting.***

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| 1. Describe how the justice-involved person received MOUD and type of MOUD prior to release.

      1. Did justice-involved person’s final contact with correctional medical staff motivate encourage them to continue MAT for their addiction after release?

      1. Was it clear where they were to go get (or continue) MOUD and what he/she could expect to happen?

      1. Did the justice-involved person have any contact with the community treatment provider while they were in the jail setting?

      1. Did they have an appointment scheduled prior to release with a substance use provider to begin or continue treatment post-release?

      1. Did a “warm hand-off” occur between the jail and the community treatment provider?

      1. Did it seem the jail had provided the community provider information about the medical or SUD care received in the Jail setting?

      1. Was there a clear plan established for how MOUD would be provided?

      1. Beyond information flow, do you think there is a smooth transition from the jail to the continuing care provider?

     1. How long did they have to wait for an appointment post release?

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**Final Considerations**

1. What surprised you most walking through the process during the table-top Exercise?

1. What opportunities for improvement of the process do you suggest?

1. **What change would you try first?**