MOON Study: Fidelity Check Training

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What is the MOON study?

Goals
- Reduce harm related to opioid overdose
- Encourage safer use of opioids
- Increase awareness of and access to naloxone in pharmacies

Approach
- Demonstration Project: Massachusetts and Rhode Island
- Public health campaign: posters, media, public health advocacy
- Pharmacy focus
  - Increase naloxone distribution in pharmacies
  - Increase patient safety education
  - Strengthen prescription drug monitoring program, syringe access
How can you help?

You’ve already done a lot!

- MOAP-Cs have already visited a third of the pharmacies in the state!
- Feedback relayed to visited pharmacies
- Resulted in removal of patient release of information form (barrier to naloxone)
- Helped set direction for MOON Study activities
What’s the next step?

Visit every pharmacy in MA

- Collect high-quality, consistent data about naloxone access, pharmacy experiences
- Allow pharmacies to “warm up” to naloxone provision
- Generate a feedback loop for pharmacy and public health
- We will do this through *fidelity checks*

Why?
What are *fidelity checks*?

- “Secret shopper” or “mystery shopper” visits and report back about experience
  - Like check on tobacco purchase points, alcohol sales to minors
- Volunteers ask about, buy, or experience a good or service using a script
- Report-back mechanism to share experience and systematically report data
- Summarize across sites and over time to identify gaps and identify barriers
How do fidelity checks work in this project?

Two scripts to interact with pharmacists

- Script A: Ask about naloxone
- Script B: Buy naloxone

Collect data

- What was experience like?
- Any educational materials seen?
- Clear understanding of access and availability of naloxone at pharmacy?
- How much did the pharmacist educate you about naloxone?

Fill out report-back form on your phone/smartphone/other device

- Text @GETNLX to 35134, or
- Follow this link: https://goo.gl/fRj96D
Clothing

- Don’t dress up or down
- No writing on clothes
- Otherwise just wear your normal clothes
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Script A: Ask about naloxone

Focus on 2 important questions for the pharmacist:
- Do you have naloxone?
- Can anyone get naloxone?

Tips
- Unless asked directly, do not state you are following a script
- Act natural! Answer questions as you normally would. No deception!
- Note any educational materials in the store or used by the pharmacist

Fill out report-back form immediately after leaving store (text @GETNLX to 35134 or follow this link: https://goo.gl/fRj96D)
Script B: Buy naloxone

Important questions to ask:

- Can I buy naloxone?
  - If told your reason isn’t good enough: Why? What’s the law on that?

- How do you use this? (after receiving naloxone)
  - If not specifically told to call 911: Anything else I should do in an overdose?

Tips

- If the pharmacist asks for a reason, give a reason that applies to you
  - I think everyone should carry it, my friend uses heroin, etc. Don’t lie!

- If asked if the naloxone is for you, respond, “It’s for my personal use”

- Note any educational materials in the store or used by the pharmacist

Fill out report-back form immediately after leaving store (@text GETNLX to 35134 or follow this link: https://goo.gl/fRj96D)
Then what?

Take any relevant educational materials

- Any flyers/ leaflets that are on the counter
- Anything the pharmacist offers you

Fill out report-back form on your phone immediately!

- Text @GETNLX to 35134 or follow this link: https://goo.gl/fRj96D
- There will be a series of text prompts- follow them
  - Questions on what went well/ poorly, etc
  - Anything else you want to tell us!
Text @GETNLX
to
35134
Screen shot if you go to https://goo.gl/fRj96D

Boston University

Thanks for being part of GETNLX!

Do you need to:

- Report about a pharmacy visit you did
- Get instructions to be a GETNLX volunteer and visit pharmacies
- Get info about overdose prevention and what naloxone is

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Boston University

Thanks for helping to make getting naloxone at the pharmacy better.

That means hearing about getting naloxone and also just asking for it at the pharmacy—you choose how you want to participate.

For us to send you the right instructions, first we need to know, do you plan to get naloxone at this visit?

- Yes, I'm getting naloxone at this visit.
- No, I'm just asking about naloxone at this visit.
OK, so you do NOT want to get naloxone but you want to ask about it. We call this Script 'A' for Ask for naloxone.

On your visit, please dress in simple clothing (for example, no pictures or writing on shirt).

When you arrive, look for posters or signs on opioid safety or naloxone/overdose awareness. Notice what they are and where they are located.

Approach the counter and ask the person there whether they are a pharmacy tech or a pharmacist. Ask, "Do you have naloxone here?"

No matter what the answer is, ask, "So, what's the deal? Can anyone get it?"
What is the Street Address of the store?
- Street Address:

In what City is the store located?
- City:

In what State is the store located?
- Massachusetts
- Rhode Island
- Other (enter text):

Did the store have signage about any of the following? (Select all that apply.)
What you might see

**GOT DRUGS?**

*FREE COLLECTION*

Drop Drugs at these Police Stations:
- Amherst, Athol, Belchertown,
- Buckland, Deerfield,
- Easthampton, Erving, Granby,
- Greenfield, Hadley, Montague,
- Northampton, Orange,
- South Hadley, Southampton,
- Sunderland, Ware, Williamsburg

Simply bring them to your local police station and drop them in the MEDRETURN BOX.

Medicines can remain in original containers with labels.

No liquids, syringes, IVs, ointment or chemotherapy drugs.

Prescription and non-prescription drugs, vitamins and veterinary meds are accepted.

**STEPS OF NALOXONE ADMINISTRATION**

**STEP 1: IDENTIFY OVERDOSE**

Opioid overdose occurs when a person is unresponsive and not breathing or struggling to breathe.

Signs of opioid overdose:
- Does not wake up, even if you shake them or call their name
- Slow or no breathing
- Blue, grey, or pale skin color
- Small pupils
- Snoring sound

**STEP 2: CALL 9-1-1**

**STEP 3: GIVE NALOXONE AS SOON AS POSSIBLE**

**INJECTION INTO MUSCLE**

**Needle-Syringe and Vial:**
1. Open cap of naloxone vial.
2. Remove cap of needle, and insert into vial.
3. With the vial upside down, pull back plunger and draw up 2ml (1sc) of naloxone. Naloxone vial may only have one dose, or may be a multi-dose vial.
4. Using a needle at least 1 inch long, inject into muscle in the upper arm.

**NASAL SPRAY**

Multi-step nasal spray:
1. Remove yellow caps from ends of applicator.
2. Twist nasal adapter on tip of applicator until tight.
3. Take purple cap off of naloxone syringe, insert in other side of applicator and twist in until tight.
4. Push half of the naloxone (1ml/1sc) into each nostril. The naloxone vial contains 2ml, so you are giving one half in one nostril and one half in the other nostril.
Step up, save a life, get naloxone.

Opioid overdose can happen to anyone, anywhere, at anytime. Overdose death rates were decreased by half in communities providing access to Naloxone.

Get naloxone. Ask the pharmacy.
Anything else I should know?

Resist the urge to educate!

- Many of you know a ton about naloxone
- Education comes later
  - Right now we’re just trying to gather information
Anything else I should know?

This project does not use deception!

- Do not pretend to be someone you are not
  - Don’t imply that you use opioids if you do not
- If you buy naloxone, give a real reason you want to buy it if asked
  - If directly asked if you’re part of this community project, say yes
- Do not “force” encounters. We try to simulate real life interactions
Spread the word about @GETNLX

Text @GETNLX to 35134

Visit https://goo.gl/fRj96D

Business cards & electronic file for printing/posting available

Contact Andy Robinson
Andrew.robinson@state.ma.us
If you got naloxone at the pharmacy...

We’re interested in hearing more about your experience

- If you want to be a part of our research study, call us at 617-414-4936.
THANK YOU!

We couldn’t do this without your help!

Questions?
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