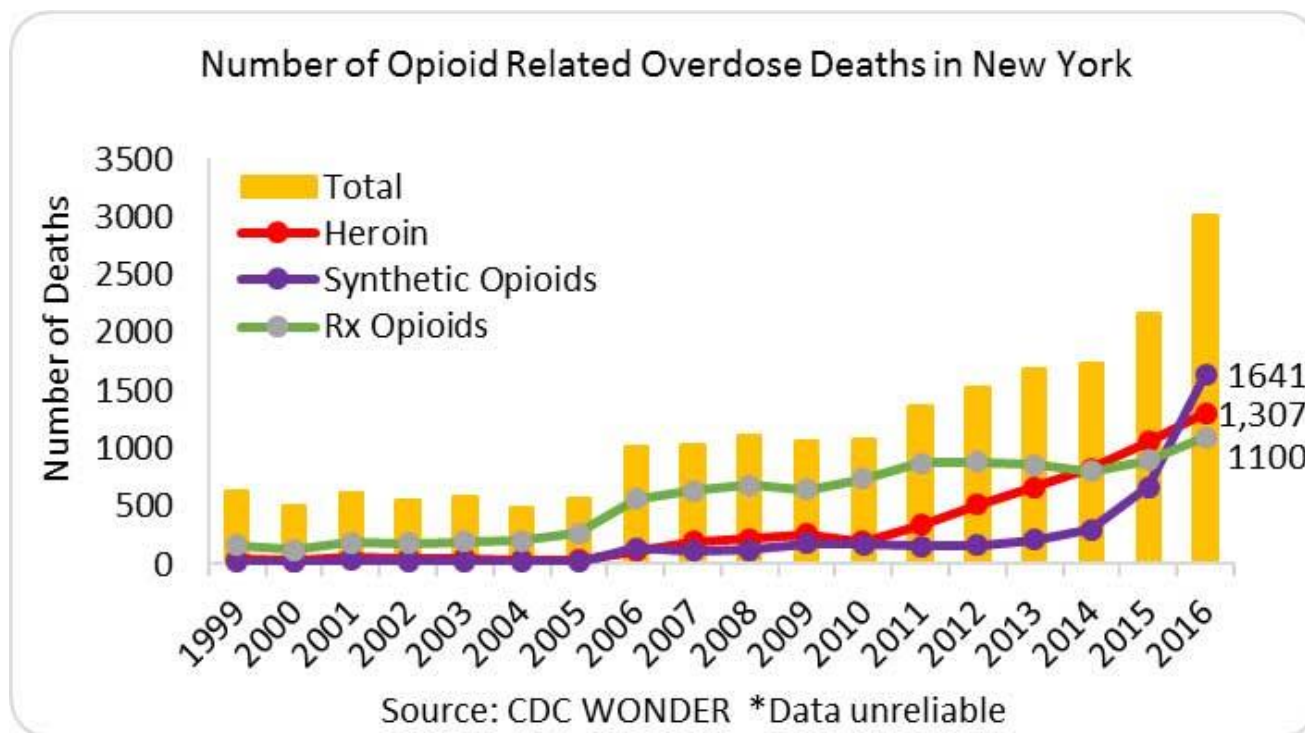


# RELAY

A NYC-DOH and HOSPITAL-BASED  
24/7 SUPPORT SYSTEM FOR NONFATAL  
OPIOID OVERDOSES

# The problem has been growing

By 2017 overdose deaths in NYC had risen for six consecutive years, constituting a public health crisis.



# June 2017 RELAY in NYC Begins at NYP

“Those who survive an opioid overdose can feel scared and vulnerable afterwards...It’s a critical moment to be engaged by a peer who will listen without judgement about what the person is going through and connect them to information and services to prevent another overdose.”

Herbert Lane, Wellness Advocate

# “Michael’s Story”

Michael used heroin for the first time and went to lie down. His wife found him in their bedroom, his throat swelling, his lips turning blue. She called 911. Paramedics revived Michael with two doses of naloxone as his two daughters, ages 3 and 4, peeked through the bedroom door. The next thing he remembers is waking up in ambulance.



# NYP Chosen as Inaugural Site

Partnering on developing collaborative process

For example, how to reliably communicate

- Initial use of POISON Control
- Known number to all ED Providers
- Available 24-7
- Eventually new 833 ED RELAY 24-7 number

Creating ongoing training for staff

Distributing reminders including mousepads with **ED RELAY** logo and number in every area

1. If a patient arrives in triage and has been given naloxone, or if it is a suspected opioid overdose, a Relay Wellness Advocate can be called immediately.
2. Team calls and reports a nonfatal opioid overdose, requesting a **Wellness Advocate** from **Relay** be dispatched to the ED.
3. Poison Control will contact Relay and a Wellness Advocate will arrive at the hospital within 60 minutes. Once they arrive, Wellness Advocate will alert the attending physician.





When patient is medically stabilized, ED staff will ask patient if they are willing to speak with Wellness Advocate. An example introduction is below:

*“We have an experienced peer here in the Emergency Department that could come and talk with you about reducing the risk of overdose and could teach you about naloxone. They also have care bags that contain some food, water and a metrocard. Would you be willing to speak with them right now?”*

# RELAY in the First 5 years and beyond

City (15 sites)

- In first 5 years 6500 Total Kits Distributed

Milsten and Allen Hospital

	2017-2021	2022	2023
NYP RELAY Interventions	170	301	346

# It is not just the bag



Upon discharge, Wellness Advocates will continue to engage with patients to provide ongoing support and linkage to care for up to 90 days.

## “Michael’s Story” continued

During the 90 days that Ben and Michael worked together, what he needed most, Michael says, was someone to listen. They met weekly at a fast food restaurant to talk. “If I was having a bad day, I would just let him know, tell him what’s going on, and he would give me advice and just talk to me because I had a lot going on,” says Michael. “Ben felt easy to confide in. He’d say, ‘You’re doing good, stay focused,’ and that was good motivation.”

Ongoing relationship

Quality reviews monthly

Improving surveillance accuracy

Using DOH Surveillance Data to

- catch missed opportunities and
- give feedback to staff

Monthly drop-ins by DOH RELAY Staff to interact with all staff and give information and receive feedback

# Questions?