COD-alcohol and COD-opioid

Staff Engagement Guide

Who

Clinic Leaders (ideally the Program Head) or **COD Champion**

What to do

Use this step-by-step guide to address staff concerns during the vision implementation process. For larger clinics, we recommend holding these discussions in smaller discipline meetings first and then addressing common identified clinic-wide concerns at a subsequent all-staff meeting. This guide should be used in conjunction with the **COD -Alcohol Care Kickoff Meeting Agenda** and should be tailored to your clinic's preferences.

1 Ask About Individual Concerns (~10 minutes)

Hand out paper and pens to staff members and have them write down their concerns about the vision by answering the following questions:

- What are your personal concerns about the vision for COD care?
- Do you foresee any barriers in achieving this vision, either personally or at the clinic level?
- How does COD care complement the overall mission and processes of the clinic? What about in your discipline?
- How will COD care improve the health of our clients?

2 Ask About Professional Concerns (~15 minutes)

Next, have staff members share their answers in groups organized by professional discipline (e.g., SUD counselors, nursing). Each group should solidify two or three of their top concerns about the vision and brainstorm potential solutions to circumvent any barriers they have collectively identified.

3 Address Concerns and Identify Solutions (~20 minutes)

Have each small group voice their top concerns with the overall group and write them down (preferably on a whiteboard, projected document, or other medium that is visible to the entire group). Clump similar concerns together and address each concern with the group. It is important to involve the staff in this process and use this time as a way to brainstorm potential solutions and reach consensus on the vision's acceptability and on the motivation for its implementation in the clinic.

4 Staff Contribution (~15 minutes)

There are many ways that staff can be involved in the vision implementation process. Have your staff brainstorm some ways to get involved. Then have them self-identify their preferred levels of engagement.

Some examples may include

- providing insight into workflow and processes
- learning about COD care evidence
- providing clinical expertise
- helping customize and test COD care provision
- modeling good COD practice
- coaching COD care
- having conversations with peers
- presenting information to Clinic Leaders
- attending team meetings
- providing feedback about implementation efforts to Clinic Leaders.