Emergency Department Pathways for People with Chronic Pain

Pain Management Network

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Pain Management Research Institute | Kolling Institute of Medical Research
@ Royal North Shore Hospital
Overview

The time is right: Dr Paul Wrigley
Size of the problem: Mr Paul Wildin (Ambulance)
ACI ED project details: Dr Paul Wrigley
What’s been done & cost implications: Ms Fiona Hodson
Wrap up: Dr John Mackenzie (ECI)
Panel discussion
Project team members

Dr Paul Wrigley (Chair, Staff Specialist Pain Medicine RNSH)
Ms Fiona Hodson (CNC Hunter Integrated Pain Service)
Ms Jenni Johnson (Manager, ACI Pain Management Network)
Ms Margaret Knight (Consumer, ACI Pain Management Network)
Dr John McKenzie (Medical Project Officer, ACI Emergency Care Institute)
Mr Paul Wildin (Program Manager, Frequent Users at NSW Ambulance)
Ms Michelle Shiels (Health Service Manager, NSW Ambulance)
Aim

To offer to work together

Improved response - people with chronic pain

Develop resources and a system response
Impact on ED clinicians

Chronic pain\(^1\)
- pain persisting past normal healing time
- lacks the acute warning function
- more than 3 to 6 months

Emergency\(^2\)
- Investigations inconclusive
- Routine analgesics counterproductive
- One reason for repeat presentations (costly)

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Impact on ED clinicians

Staff attitudes

- Challenging
- Frustrating - perceived inconsistencies and requirements

Mismatch between

- patient needs
- system limitations

Impact on ED clinicians

Risk management issues

• Underlying comorbid conditions
• Complicated polypharmacy
• Parameters for acceptable management

Need

• Clear and direct plans according to presentation
• Approach to frequent users
Potential Drivers ED

Time poor, busy
Limited coordinated care and alternative services
Limited access to specialist services
Assumptions - related to frequent flyers and patient behaviour
Limited education and skills training
Other ...
Potential Drivers Consumer

Stigma\(^1\) - internalised

Multiple

- providers, comorbidities & medications

Suboptimal

- coordination, pain self-management skills

Other ...

... the time is right
Emergency pathways for Chronic Pain (NSW)

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... Many of the barriers to good pain management are not primarily scientific or medical, but organizational.¹

The time is right

First multidisciplinary pain clinic
Australia 1962 (St Vincent’s Sydney)¹

Formal training Pain Medicine - FPM ANZCA - 1999 (ANZCA, RACP, RACS, RANZCP, AFRM + others)

ACEM founded - 1984

¹ Briscoe P. Pain Medicine the Australian Story. FPM Spring Meeting plenary lecture, Newcastle 2010.
The time is right

First multidisciplinary pain clinic
Australia 1962 (St Vincent’s Sydney)*

Formal training Pain Medicine - FPM
ANZCA - 1999 (ANZCA, RACP, RACS,
RANZCP, AFRM + others)
Pain Medicine recognised HIC (Federally) - 2005

The time is right

In 2010:

Discipline Pain Management, Sydney Medical School

National Pain Strategy (NPS)

National framework for the treatment and management of pain

ACI NSW Pain Management Network

• peak advisory body on pain
NSW Regional Pain Clinics 2017

Pain Services in NSW

1. Concord
2. Gosford
3. Greenwich
4. John Hunter Children's Services
5. John Hunter Hospital
6. Lismore
7. Liverpool
8. Nepean
9. Orange
10. Port Kembla
11. Port Macquarie
12. Prince of Wales
13. Royal North Shore
14. Royal Prince Alfred
15. St George
16. St Vincent's
17. Sydney Children's Hospital
18. Tamworth
19. The Children's Hospital Westmead
20. Westmead

Total = 20

Key
- Children's Tier 2 Service
- Children's Tier 3 Service
- Adult Tier 2 Service
- Adult Tier 3 Service

- Tier 2 - Multidisciplinary pain clinic
- Tier 3 - Multidisciplinary pain clinic accredited with the Faculty of Pain Medicine

1 Adult Tier 3
6 Adult Tier 2
1 Kids Tier 2
Metropolitan Pain Clinics 2017

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8 Adult Tier 3
4 Adult Tier 2
2 Kids Tier 3
NSW Chronic Pain ED projects

Time (years)

- Hunter ED Project
  - Ambulance frequent user program

- Hunter Evaluation

- Checkpoint application (Integrated Care Strategies NSW Health)

- Checkpoint Nepean

- ACI ED Project

- ECI Leaders meeting

2 yrs

2 yrs

2 yrs
NSW ED’s (HEET)$^1$

Chronic Pain Presentations ($\geq 3/yr$)

- 5 year comparison (‘10/11 vs ’14/15)
- Increasing (>100% per annum)

NSW ED’s (HEET)¹

Chronic Pain Presentations (≥3/5yr)

• ~60% arrived by private car, 36.6% Ambulance
• Most common SNOMED CT = abdominal pain (17%)
• Top URG mapped ICD diagnosis = Other and unspecified abdominal pain (~32%)
• South Western Sydney LHD = highest (11%)

People presenting to ED with chronic pain\textsuperscript{1}

Consumer themes

- Communication
- Labelling
- Physical comfort
- Coordination of care

\textsuperscript{1} Chronic Pain and Emergency: Your Experience. Chronic Pain Australia. Survey Monkey 2016.

National Survey (Chronic Pain Australia)\textsuperscript{1}

- n=100
- NSW ~50%
- F>M (9:1)
- >2 presentations to ED (~90%)
- >2 ED’s (~50%)
Potential benefits

Avoidable admissions
Improved patient experience
Improved management of opioids
Development of pathways
Addressing Stigma
The time is right

Extensive ground work
  Ambulance - Paul Wildin
  Model of care hospitals - Fiona Hodson
  NBMLHD Checkpoint Program - Claire Baird

Representative working group (Pain/ECI/Ambulance)

Developing education and web resources
  • Via ECI website
  • ECI leaders meeting
... I (we) have a dream\textsuperscript{1}

Better communication between systems

- Team coordinator
- Electronic systems

Management plan

- Electronic (+ hard copy)
- Interactive

Pain clinic criteria - frequent presenters

\textsuperscript{1} Baird, C. Project Manager, Checkpoint Program. An Integrated Care Initiative. Personal Communication. 2016
Funding

NSW Health Translational Research Grants Scheme


NSW Integrated Care Strategy


Other - other care coordination processes/funding

- “Connecting care”/ED Physiotherapists (LBP ...)
- Nurse coordinator
Aim

To offer to work together

Improved response - people with chronic pain

Develop resources and a system response
Discussion

... timely quality care

• ?
Electronic records

HealtheNet

- Frequent presenters working group

How to Access the HealtheNet Clinical Portal:

- Cerner EMR Flowsheet / Results
- Cerner EMR Mpage
- Orion CAP Record
- Ferret Record
- CHIME Record