

# One size does not fit all – reviewing the Pain Management Service at Broadmeadows Health Service

Michelle Stillman<sup>1</sup>, Helen Easterby<sup>2</sup>,

<sup>1</sup>Northern Health, 35 Johnstone St, Broadmeadows, Victoria 3047, [michelle.stillman@nh.org.au](mailto:michelle.stillman@nh.org.au)

<sup>2</sup>Northern Health, 35 Johnstone St, Broadmeadows, Victoria 3047

## Background:

The Broadmeadows Health Service (BHS) Pain Management Service was established in 2012, with clients accessing the service via a limited number of weekly multidisciplinary assessments. Demand quickly exceeded resources, with the waitlist growing to 147 clients by June 2013.

## Method:

Utilising a grant from the Victorian Department of Health, work was undertaken to redesign the existing Pain Management Service model of care. The purpose was to assist the team to meet demand and provide a more tailored and active approach to pain management. Benchmarking with similar Pain Management Services was undertaken and a new model based on evidence from the Fremantle “STEPS” program was introduced. This model includes completion of a detailed pain questionnaire, the results of which directs entry point to the service. The entry options include Psychology intervention, a targeted multidisciplinary assessment, or education via a Pain Orientation Program (POP), delivered using an interpreter as required. After completion of the POP each client determines their ongoing management. This can include individual allied health intervention, medical assessment, or a 6 week pain management program. Alternatively clients can decide that no follow up is required.

## Results:

As a result of the project the Pain Service waiting list reduced by 87% from 147 (June 2013) to 19 clients (June 2014) The average wait time for initial contact reduced by 70% from 105 days to 31 days, for that same period. There was a 77% response rate to the initial pain questionnaire, with 42% of clients entering the Pain Service via a POP session.

## Discussion:

Implementing a more responsive, tailored, Pain Management Service led to improved access and a more client centred service. At the end of the project processes were further refined, and training was provided to the broader team, including the Allied Health Assistant, to ensure sustainability.