

One Size Does Not Fit All: Persistent Pain Management Service Review

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Background:

Persistent pain causes significant impairment of function and quality of life: 1 in 5 Australians are estimated to be affected. Broadmeadows Health Service introduced a persistent pain management service in 2012. This involved an initial 1:1 multidisciplinary assessment of all patients (3 new clients/week). The waitlist was continually growing with referral numbers far exceeding service capacity.

Aim

1. Reduce Persistent Pain Management Service waitlist numbers and time to access service
2. Provide a client centred approach to therapy, specific to each client's needs and goals

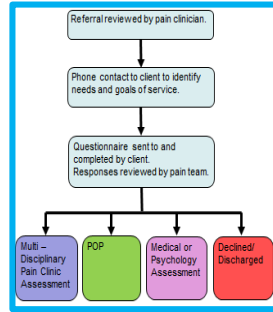
Method:

Using a grant provided by the Victorian Department of Health in 2013/2014 a review of state and national pain management service models was completed. The Fremantle STEPS program, was found to have implemented a group education and client specified approach to therapy, with resulting decrease in waitlist/cost, increase in patient satisfaction/physical function.

Our model of care was redesign included phone initial contact (information provided re: pain service, discussion of client's perceived problems/goals) and completion of a baseline triage questionnaire. This enabled collaboration between the client and clinician to determine appropriateness of service, client's readiness to engage, and service entry point.

Analysis of data was completed to determine waitlist numbers and average wait time (pre/post project).

New model of care:

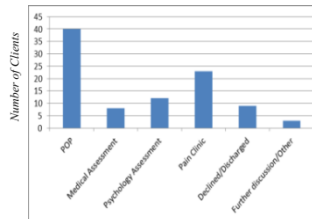


Pathway Outcomes:

295 referrals reviewed/phone contacts completed.
28% of clients declined further participation.

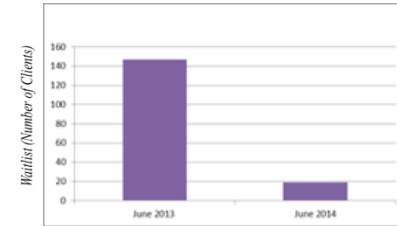
118 questionnaires sent (remaining clients transferred to more appropriate service, 72% (N=79) of which were returned.

The options selected initially were as per the graph below indicating that majority of clients entered program via Pain Orientation Program (POP):

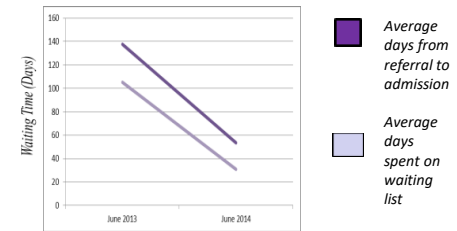


Service Outcomes:

The most significant result was a reduction in overall waitlist number from 147 at the start of the project period to 19 at the completion:



The Pain Management Service Model of Care Review Project was extremely effective in improving average time on the wait list:



Most importantly this model allows provision of services that are tailored to the client's preferences and needs.

Ongoing modification of processes continues to enable the model to remain sustainable with a return to pre - project resources, including training of additional staff in client triage and education.