

Resources to Improve Pain Care and Opioid Prescribing in Primary Care



Support for healthcare providers on the front lines of the heroin and opioid drug crisis

As the nation grapples with the heroin and prescription drug abuse epidemic and its related avoidable deaths, there is growing awareness of the need for improved training and education on pain management and safe opioid prescribing for primary care providers who are on the front lines of the crisis.

Community Health Center Inc. (CHC) and its **Weitzman Institute**, a center dedicated to primary care research and innovation, have developed the following tools to support and educate providers who are often the first point of contact and care for patients with chronic pain. Designed for primary care providers by primary care providers, the tools combine a range of online collaborative resources to help practices improve patient care and outcomes in pain management and safe opioid prescribing.

1. Project ECHO® Pain

A virtual classroom on pain care for primary care

Project ECHO® Pain is a web-based videoconference “virtual classroom” to support and educate primary care providers, enabling them to more effectively manage complex pain cases. Held twice-monthly, the live ECHO® sessions enable providers from across the country to present difficult patient cases and questions to a multidisciplinary team of pain specialists with expertise in anesthesiology, physical medicine and rehabilitation, behavioral health, pharmacy, acupuncture and traditional Chinese Medicine, among others. These specialists offer targeted advice and guidance for the treatment and evaluation of each patient and share new approaches to managing pain. At each session, the specialist team delivers a brief didactic presentation on a topic pertinent to pain care. Through their participation, providers gain the expertise and experience needed to improve care for patients with challenging pain cases.



 Project ECHO® Pain Session

2. Project ECHO® Buprenorphine

Live mentoring for medication-assisted treatment with buprenorphine for heroin and opioid addicted patients

Project ECHO® Buprenorphine sessions provide guidance for physicians who hold federal Drug Enforcement Agency waivers allowing them to prescribe buprenorphine and care for patients with opioid addiction and dependence. As in other ECHO® sessions, participants present difficult cases and obtain advice from experts on treatment. ECHO® Buprenorphine sessions supplement ECHO® Pain sessions by encouraging providers to use medication-assisted treatment and a harm reductionist approach for treating patients with opioid addiction and dependence.



 Project ECHO®
Buprenorphine Session

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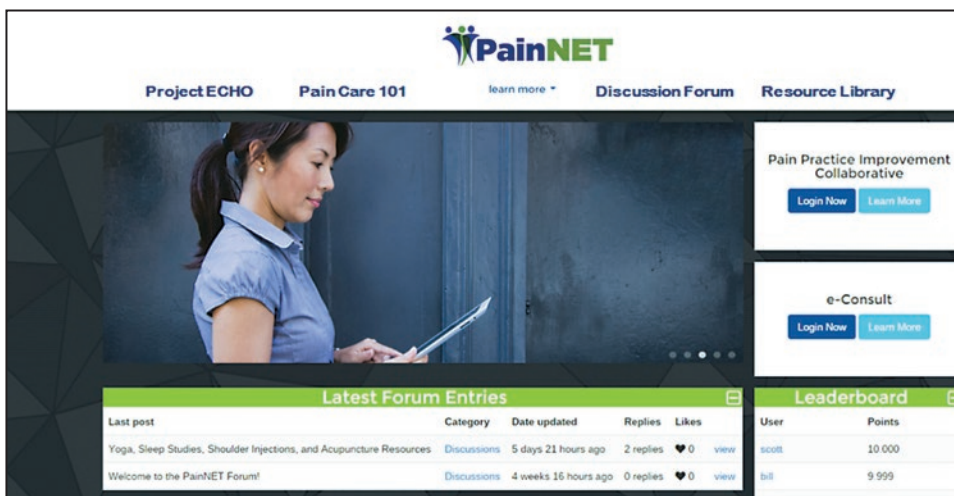


PainNET Login Screen (above)
PainNET Home Screen (at right)

3. PainNET

Comprehensive 24/7 resources for treating pain and transforming care

PainNET is an online learning community that provides access to a range of pain care information and resources to support primary care providers and care teams across the country. It includes peer consults and discussion forums that promote cross-disciplinary collaboration and a wealth of resources, such as patient screening and assessment tools, evidence-based research articles, and a "Pain Care 101" learning module to introduce providers to the basics of effective pain care. Also available are indexed recordings of all past Project ECHO® Pain sessions.



4. eConsults

Prompt, virtual access to pain specialty consultation for primary care providers

eConsults are web-based consultations between a primary care provider and a specialist using secure electronic communication. The HIPAA-compliant platform allows primary care providers throughout the U.S. to submit questions or concerns along with other relevant information such as chart notes and laboratory and imaging results and receive advice from a team of expert pain specialists regarding diagnosis, treatment and management within two business days.



Primary Care Provider Sends and Receives eConsult from Expert Pain Specialists



Innovative new tools to address the issues of **chronic pain** and **opioid dependence**

Support for healthcare providers

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Evidence-Based Results

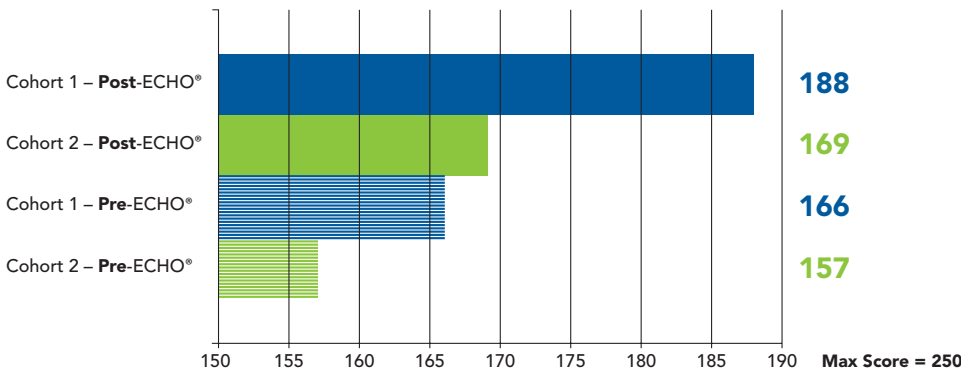
Hundreds of medical and behavioral health providers across the U.S. have participated in Project ECHO® Pain. The Weitzman Institute is engaged in ongoing evaluation of the results.

Project ECHO® Pain Satisfaction

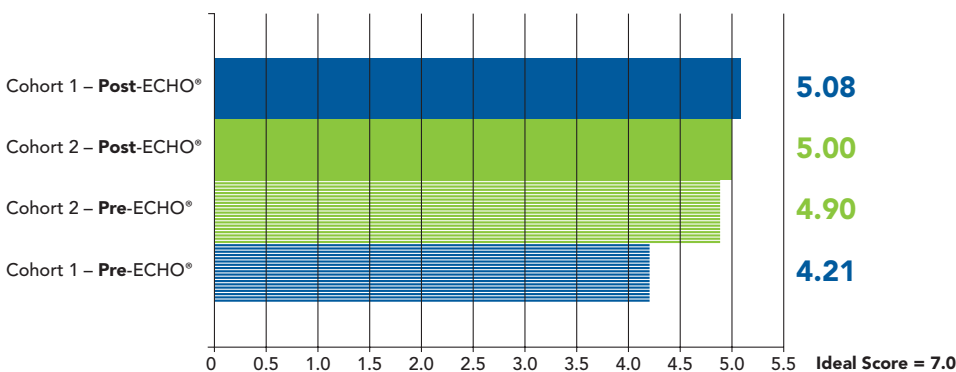
Question asked of ECHO® Participating Clinicians	Average Rating Score (1 to 5)
This program met my personal learning needs.	4.8
Information can be applied in my practice setting.	4.8
The environment was conducive to learning.	4.8
Teaching methods were effective.	4.8
I would recommend this program to my colleagues.	4.9

NOTE: The rating score above is the average ECHO® participant's rating on a scale ranging from 1 = No to 5 = Yes.

Pain-Related Knowledge (As Measured by Know-Pain-50 Knowledge Survey)



Pain-Related Self-Efficacy (As Measured by Self-Efficacy Survey)



Patient Outcomes

- **45%** of patients presented at Project ECHO® Pain sessions by CHC providers had **reduced or stopped opioid** at follow-up (three months after presentation at ECHO®).
- Patients with chronic pain who received their care from primary care medical providers who attended 1 year of Project ECHO® Pain sessions were **less likely to have received an opioid prescription in the past 12 months** than patients of providers who had not participated in Project ECHO® Pain sessions.
- There was a statistically significant, agency-wide **decrease in opioid prescribing** for pain from **40%** before Project ECHO® began to **37%** after.
- **52%** of patients whose cases were presented at Project ECHO Pain® sessions by CHC providers were **referred to behavioral health** within 6 months after case presentation.
- Primary care medical providers participating in Project ECHO® Pain sessions were **significantly more likely to refer their patients to a behavioral health provider** than providers who had not participated in Project ECHO® Pain sessions.

Publications

All papers and conference abstracts regarding pain, pain care, and Project ECHO® Pain, and eConsults

Select Presentations: Project ECHO®, Pain and Pain Care

- **Khatri K, Anderson D, Zlateva I.** The North American Primary Care Research Group (NAPCRG) Annual Meeting. Cancun, Mexico, October 24–28, 2015. "Adapting and Implementing the Stepped Care Model for Pain Management at a Multisite Community Health Center: Results of a Three Year Quality Improvement Initiative." Oral presentation.
- **Bifulco L, Anderson D, Zlateva I, Giannotti T.** The North American Primary Care Research Group (NAPCRG) Annual Meeting. Cancun, Mexico, October 24–28, 2015. "Impact of Participation in Project ECHO® Pain on Primary Care Providers' Opioid Prescription and Monitoring Behaviors." Poster presentation.
- **Zlateva I, Anderson D, Tian T, Khatri K.** Academy Health Concordium 2015. Washington, DC, September 21–22, 2015. "Using Large Datasets to Identify and Evaluate Patients with Chronic Pain in a Primary Care Setting."
- **Zlateva I, Anderson D, Staeheli M.** NAPCRG Practice-Based Research Network Conference. Bethesda, MD, June 28–29, 2015. "PainNET: Impact of Developing a Chronic Pain Management Online Community of Practice in the Primary Care Setting." Poster presentation.
- **Anderson D, Zlateva I, Khatri K, Ciaburri, N.** International Conference on Opioids. Boston, MA, June 7–9, 2015. "Using a Clinical Dashboard Health Information Technology Tool to Improve Adherence to Opioid Prescribing Guidelines in Primary Care."
- **Teevan B, Anderson D, Zlateva I.** American Pain Society 34th Annual Scientific Meeting. Palm Springs, CA, May 13–16, 2015. "Racial and Ethnic Disparities in Pain Care at a Statewide Federally Qualified Health Center." Poster presentation.
- **Anderson D, Zlateva I, Moore B.** Academy Health 7th Annual Conference on the Science of Dissemination and Implementation. Bethesda, MD, December 8–9, 2014. "Improving the Management of Chronic Non-Cancer Pain in Primary Care: Results of a Multifaceted Quality Improvement Initiative." Panel presentation.
- **Anderson D, Zlateva I, Khatri K, Bifulco, L.** The North American Primary Care Research Group (NAPCRG) Annual Meeting. New York, NY, November 21–25, 2014. "Using Project ECHO® to Improve Management of Chronic Pain in Primary Care." Poster presentation.
- **Anderson, D.** A New Norm for Health Care: The First Convening of the Global ECHO® Community. Albuquerque, NM, September 11–13, 2014. "Blazing the Trail: How ECHO® Adopters are Kick-Starting and Expanding Their Work." Panel presentation.
- **Anderson, D.** National Prescription Drug Abuse Summit. Atlanta, GA, April 22–24, 2014. "Taking on Prescription Drug Abuse Across the Care Continuum."
- **Tian T, Anderson, D, Zlateva I, Wang S.** 141st American Public Health Association Annual Meeting. Boston, MA, November 2–6, 2013. "Using Large Datasets to Identify and Evaluate Patients with Chronic Pain in a Primary Care Setting."
- **Anderson D, Khatri K, Tian T.** International Conference on Opioids. Boston, MA, June 9–11, 2013. "Improving the Quality and Safety of Opioid Analgesic Management in Primary Care."
- **Khatri K, Jepeal N, Anderson D, Zlateva I.** American Telemedicine Association Conference. Austin, TX, May 5–7, 2013. "Implementation of Telehealth Innovations in Primary Care to Improve the Paradigm for Specialty Care Interaction."

- **Khatri K, Anderson D.** Global Health and Innovations Conference. New Haven, CT, April 21–22, 2012. "Community Health Center's Collaboration to ECHO®."
- **Moore BA, Anderson D, Dorflinger L, Zlateva I, Lee A, Gilliam W, Tian T, Khatri K, Ruser CB, Kerns RD.** "Stepped care model of pain management and quality of pain care in long-term opioid therapy." *Journal of Rehabilitation Research and Development* (In Press).
- **Anderson D, Zlateva I, Khatri K, Ciaburri N.** "Using Health Information Technology to Improve Adherence to Opioid Prescribing Guidelines in Primary Care." *Clin J Pain*. 2015 Jun;31(6):573-9.
- **Tian T, Zlateva I, Anderson D.** "Using Electronic Health Records Data to Identify Patients with Chronic Pain in a Primary Care Setting." *J Am Med Inform Assoc* 2013;20:e275-e280.doi:10.1136/amiajnl-2013-001856. Tian et al 2013—Refined ICD9 Code List
- **Anderson D, Wang S, Zlateva I.** "Comprehensive Assessment of Chronic Pain Management in Primary Care: A First Phase of a Quality Improvement Initiative at a Multisite Community Health Center." *Quality in Primary Care*. 2012;20:421-433.
- **Khatri K, Haddad M, Anderson D.** "Project ECHO®: Replicating a Novel Model to Enhance Access to Hepatitis C Care in a Community Health Center." *Journal of Health Care for the Poor and Underserved*. 2012;24(2):850-858.

Select Presentations: eConsults

- **Anderson D, Zlateva I, Villagra J.** Academy Health Annual Research Meeting. Minneapolis, MN, June 14–15, 2015. "An Economic Analysis of an Econsults Program for Cardiology." Poster presentation.
- **Anderson D, Olayiwola JN, Aseltine R, Zlateva I, Jepeal N.** Academy Health Annual Research Meeting. San Diego, CA, June 8–11, 2014. "Implementation of an Electronic Consult Platform to Increase Specialty Care Access." Oral presentation.
- **Olayiwola JN, Jepeal N.** Presentation to California Healthcare Foundation California Improvement Network. May 28, 2014. "Electronic Referral and Consultation Systems (eCR): Improving Primary and Specialty Care Collaboration."
- **Olayiwola JN, Jepeal N, Anderson DR, Zlateva I.** National Association of Community Health Centers, FOM/IT Conference. November 14, 2013. "Implementation of an Electronic Consult Platform to Increase Specialty Care Access."

Select Publications: eConsults

- **Olayiwola JN, Anderson D, Jepeal N, Aseltine R, Pickett C, Yan J, Zlateva I.** "Electronic Consultations to Improve the Primary Care-Specialty Care Interface for Cardiology in the Medically Underserved: A Cluster Randomized Controlled Trial." *Annals of Family Medicine*. (In Press).
- **Salvo M, Nigro S, Ward D.** "Pharmacist-generated Electronic Consults to Improve Hypertension Management in a Multisite Health Centre: Pilot Study." *Informatics in Primary Care*. 2012;20:181-4.

The **weitzman**  **institute** is a program of **Community Health Center, Inc.**
inspiring primary care innovation

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