



# Telehealth Pain Care Management

RVR 19-476



# The Team

- Angela Rollins, Ph.D. (co-PI)
- Matthew Bair, MD
- Sharon Weitlauf, RN
- Himalaya Patel, Ph.D.
- Jessica Carter
- *RLR Home Telehealth Nurses*

# Burden of Chronic Pain

- 100 Million Americans with chronic pain (IOM report, 2011)
- 50-65% of veterans in primary care experiencing pain (Nahin et al., 2017; Kerns et al., 2003)
- In addition to increased healthcare costs, enormous societal costs in terms of disability, lost wages, and other sequelae
  - \$560-636 Billion (IOM report, 2011) [2019 GDP of Poland was ~\$566B]
- Specialty pain care access is limited
- Demand on PCPs is overwhelming

# Primary care collaborative care management

\* At least 5 RCTs supporting

- (1) Nurse care manager
- (2) Comprehensive assessment and ongoing monitoring
- (3) Pain self-management support programming
- (4) Analgesic optimization algorithm
- (5) Coordination between the pain team and the primary care team





The Problem: Limited  
real-world  
implementation



## Project Goal

*Implement evidence-based,  
collaborative telecare  
management of chronic pain in the  
Richard L. Roudebush VAMC  
primary care clinics and support  
subsequent scale-up.*

# Project Benchmarks

1. 5 program elements adapted for local implementation
2. Completion of 3 PDSA cycles (12 Veterans)
3. Implementation within 3 local primary care clinics
4. Development of standardized implementation report
5. Creation of implementation toolkit
6. Implementation in 3 non-local primary care clinics
7. Development of system-wide deployment plan

# Partners VA Telehealth Nurses (“DMP Nurses”)

- Support Veterans in PACT
- Disease Management Protocols
  - Condition specific
  - Nationally approved
  - Provided by 2 national vendors
- Match
  - On-going monitoring
  - Embedded w/in PACT
  - Chronic condition focused



# Progress

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**Extant DMP IDed**  
→ ongoing  
monitoring



**Self-management**  
support  
materials  
adapted



**Referrals**  
received



**On-going**  
implementation  
monitoring  
(RedCap)



**Facilitation (Drs.**  
Rollins, Bair, and  
Ms. Weitlauf)



**Referral**  
mechanism  
[Under  
Construction]



**Further**  
partnering

VHA Office of  
Connected Care /  
Telehealth Services

# Next Steps





Thank you