Connected Care Tools for Pain Management and Integrative Whole Health

Presenters:
Dr. Kate Schopmeyer, Physical Therapist, Doctor of Physical Therapy (DPT), Certified Pain Educator PT Program Coordinator for Pain Management, Pain Committee Chair San Francisco VA Health Care System

Dr. Juli Olson, Chiropractor and Licensed Acupuncturist, National Lead for Acupuncture in the VHA. Acupuncturist in the Pain Clinic at Central Iowa VAMC

Sara Grimsgaard, Whole Health Education Program Manager, Integrative Health Coordinating Center, U.S. Department of Veteran Affairs
“Chronic pain care is a team sport”  ~Sean Mackey, MD
Transforming the Treatment of Chronic Pain
Moving Beyond Opioids
A VA Clinician's Guide

VA PBM Academic Detailing Service
Real Provider Resources
Real Patient Results
Your Partner in Enhancing Veteran Health Outcomes

Management of Chronic Pain should be approached in a stepwise manner, with self-management and non-pharmacologic therapy used first line and tried before starting pharmacologic therapy. In some cases, for patients to start self-management activities, they may need to use a higher treatment step for a period of time. The goal of therapy is to maintain patients on the lowest treatment step.

Figure 5. Stepwise Approach to Chronic Pain Management

Step 1: Self-management and optimized treatment of comorbidities

Step 2: Self-management and optimizing treatment of comorbidities + non-pharmacologic therapy

Step 3: Self-management and treating comorbidities + non-pharmacologic therapy + non-opioid pharmacotherapy

Step 4: Self-management and treating comorbidities + non-pharmacologic therapy + non-opioid pharmacotherapy + Intensive Interdisciplinary Pain Rehabilitation + Intermittent use of opioids for limited conditions (see p. 15)

https://www.va.gov/PAINMANAGEMENT/Opioid_Safety_Initiative_OSI.asp
How will this work over the computer?

Hands on face-to-face

Connected Care

https://www.va.gov/PAINMANAGEMENT/Opioid_Safety_Initiative_OSI.asp
Three Dimensions of Pain

Sensory— discriminative
Affective—motivational
Cognitive— evaluative

Treatment for chronic pain limited and mostly passive

Old model of understanding and treating pain ("find it, fix it" biomedical)

- Physical therapy
- Massage
- Acupuncture
- Movement/exercise
- Chiropractic
- Surgery
- Medication

Sensation (body signals)

Emotion (Meaning)

Cognition (Thoughts)
Modern understanding and treatment of pain (whole person biopsychosocial)

- Education about pain
- ACT
- Mood management (e.g. DBT)
- Meditation/relaxation response
- Anger management
- Mindfulness practice

- CBT
- Education about pain (PNE)
- Challenge beliefs about pain
- Psychotherapy
- Stress management

- Physical therapy
- Yoga
- Massage
- Acupuncture
- Wholesome diet
- Sleep habits
- Movement
- Self-massage
- Chiropractic
- Tai Chi
- Medications
- Meditation and mindfulness practice
- Education about pain (PNE)
Considerations, tips and resources

Physical Therapy via VVC

- Education (mixed media)
- Demonstration
- Exploration (movement options)
- Cueing/coaching/cheerleading
- Self-management
Modern understanding and treatment of pain (whole person biopsychosocial)

- Education about pain
- ACT
- Mood management (e.g. DBT)
- Meditation/relaxation response
- Anger management
- Mindfulness practice

- CBT
- Education about pain (PNE)
- Challenge beliefs about pain
- Psychotherapy
- Stress management

- Physical therapy
- Yoga
- Massage
- Acupuncture
- Wholesome diet
- Sleep habits
- Movement
- Self-massage

- Chiropractic
- Tai Chi
- Medications
- Meditation and mindfulness practice
- Education about pain (PNE)

Apps:
- ACT Coach
- AIMS
- Insomnia Coach
- Live Whole Health
- Pain Coach
- Mindfulness Coach
- Mood Coach
- CBTi Coach
The Pain Coach app was created for Veterans and Care Teams as a tool for tracking patient’s pain management journey.

The Apps were developed for use by Veterans (ex. Pain Coach for Veteran’s) and for Care Teams (ex. Pain Coach for Care Teams).

– Pain Coach for Veterans - https://mobile.va.gov/app/va-launchpad-veterans
– Pain Coach for Care Teams - https://mobile.va.gov/app/pain-coach-app-care-teams
Annie for Lower Back Pain

- Annie is VHA’s web-based automated text messaging system.
- Intended to help Veterans engage in self-care.
- Sends condition-specific messages to Veterans via “protocols” to support self-monitoring of health conditions.
  - Annie for Veterans - https://veteran.mobile.va.gov/annie-vet/
  - Annie for Clinicians - https://staff.mobile.va.gov/annie-provider/

Protocol: Physical Therapy Protocol for Lower Back Pain^ver 1

- Protocol Intent:
  - Compliance Improvement

- Description:
  - To increase compliance, track, motivate, and educate to help improve patient outcomes.

- Specialty:
  - Physical Therapy

- Condition:
  - Low back pain (finding)

- Protocol Type:
  - Treatment

- Level of Designation:
  - National

Email (Person of Contact for questions about this protocol): bрукhrett@va.gov

Abstract:
- Sean Karr PT, DPT VA Butler Healthcare requested a protocol to support patients with lower back pain
Virtual Whole Health Care

Office of Patient Centered Care & Cultural Transformation
Sara Grimsgaard, MHMS IHCC Lead TeleWholeHealth
Juli Olson, National Lead Acupuncture
Special thanks: Stephanie Gregory
• In FY17, 770 Tele-Whole Health/CIH Encounters were offered to 160 unique Veterans.
• In FY18, 4,354 Tele-Whole Health/CIH encounters have been offered to 1,004 unique Veterans.
• In FY19 12,226 Tele-Whole Health/CIH encounters have been offered to 3,797 unique Veterans.
• In FY20 130,741 Tele-Whole Health/CIH encounters have been offered to 29,873 unique Veterans.
Deep Dive:
Virtual Pivot for Acupuncture Providers

Serving Veterans and Staff During COVID-19
Juli Olson, National Lead Acupuncture VHA
Special thanks: Stephanie Gregory
Face to Face and Group Acupuncture temporarily eliminated

How can you put needles through video?

How do we support Veterans virtually?

Great opportunity to focus our patients on self-care strategies

Importance of connection
Acupuncture community in the VHA: How to support patients

Diverse skill set of providers:

- Licensed Acupuncturists
- Medical Acupuncturists
- Chiropractic Acupuncturist

- Limited scope acupuncture providers
  - Battlefield Acupuncture (BFA)
  - AcuDetox Specialists: National Acupuncture Detoxification Association (NADA)
We had the tools! Training was provided
<table>
<thead>
<tr>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acupressure Guidance</td>
</tr>
<tr>
<td>Nutrition</td>
</tr>
<tr>
<td>Stress management / Mindfulness</td>
</tr>
<tr>
<td>Therapeutic Movement</td>
</tr>
<tr>
<td>Virtual Group Classes</td>
</tr>
<tr>
<td>Qigong, Tai Chi, Wellness</td>
</tr>
<tr>
<td>Mindfulness Meditation</td>
</tr>
</tbody>
</table>
ACUPRESSURE

Acupressure Point Prescription: ___

Directions: Circle the pictures that match the above points prescription, massage points for 30 seconds each in circular motion, use the amount of pressure that is most comfortable.

Self-Care Flyer

ACUPRESSURE

FOR HEADACHES, LOWER BACK PAIN, NECK PAIN, AND LOWER BACK PAIN WITH SCIATICA

Instructions: Use the acupressure points associated with your pain (identified by numbers). Massage each identified acupressure points for 30 seconds in a circular motion. Use the amount of pressure that feels comfortable and not painful. Repeat as needed.

Circle your concern(s) to create a personalized acupressure routine:

- Headache: 1, 2, 3, 4, 7
- Low back pain: 6, 8, 11, 12
- Neck pain: 2, 3, 5, 7
- Low back pain with sciatica: 6, 8, 9, 10, 11, 12
Live Whole Health Mobile App

- Designed for Veterans to develop a personal health strategy improving overall health and well-being.
- Guides the user through a Personal Health Inventory and helps create relevant SMART goals with actionable steps to achieve goals.
- #LiveWholeHealth & download the app today.
#LiveWholeHealth Blog

- Recorded sessions for multiple Complementary and Integrative approaches
- Focused on self-care
- Used by Veterans and general public
Virtual Whole Health Resources

Field Implementation Resources
• TeleWholeHealth Operations Supplement
• VVC Guidebook: Complete How To Guide to Delivering Services Virtually
• Tips and Techniques Toolkit for Virtual Facilitators, Coaches, and Providers
• TeleWholeHealth Dashboard

Veteran Facing Resources
• Complementary and Integrative Health Experiential Resources
  – Veteran facing resources around the Circle of Health:
    https://www.va.gov/WHOLEHEALTH/veteran-handouts/index.asp
  – Experiential Resources
    • Mobile applications
    • Podcasts
    • Online Video and Audio Libraries
    • YouTube Channels
    • Online Educational Programs
      – HeartMath Online Program
      – Veterans Yoga Project- Practice Library
      – Health Journeys Guided Imagery Audio Library
      – And more!!
    – https://www.va.gov/WHOLEHEALTH/veteran-resources/MobileApps-OnlineTools.asp
Questions?