



U.S. Department
of Veterans Affairs

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



**VA**

U.S. Department of Veterans Affairs
Veterans Health Administration
PBM Academic Detailing Service

Transforming the Treatment of Chronic Pain Moving Beyond Opioids

A VA Clinician's Guide

VA

U.S. Department of Veterans Affairs
Veterans Health Administration
PBM Academic Detailing Service

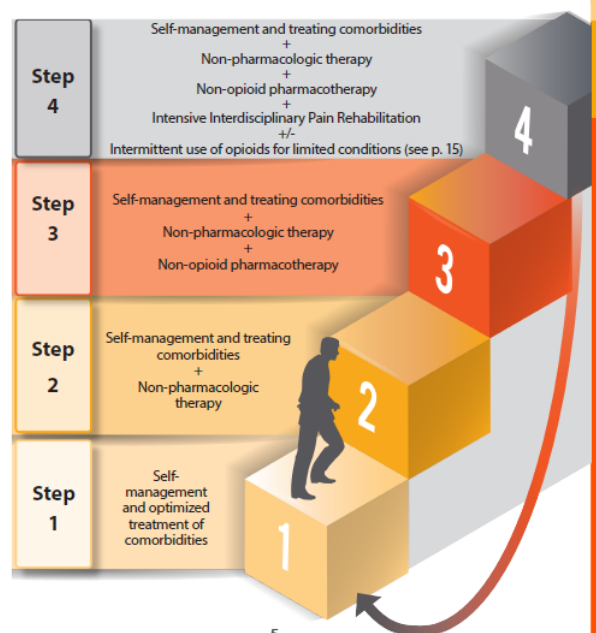
VA PBM Academic Detailing Service
Real Provider Resources
Real Patient Results

Your Partner in Enhancing Veteran Health Outcomes

Management of Chronic Pain

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.⁷ 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^{7,8}



https://www.va.gov/PAINMANAGEMENT/Opioid_Safety_Initiative_OSI.asp







Step 2

Non-pharmacologic Therapy⁷⁻²⁶

For patients who need more help managing their pain, non-pharmacologic therapies are the best place to start. Core therapies are active treatments such as movement therapies and psychological therapies. Complementary and Integrative Health (CIH) therapies such as acupuncture and chiropractic care, can be used widely as short term, bridging therapies with the purpose of transitioning from higher risk passive therapies (such as long-term opioid therapy) to lower risk active therapies (psychological therapies and movement therapies). Use non-pharmacologic treatments based on the type of pain the Veteran is experiencing and the type of treatment the Veteran is willing and able to perform.

Figure 7. Non-pharmacologic Therapies⁷⁻²⁶

Psychosocial Interventions	Complementary and Integrative Health (CIH) Therapies	Rehabilitation Therapies	Exercise
 <ul style="list-style-type: none">• Cognitive-Behavioral Therapy (CBT)• Acceptance and Commitment Therapy (ACT)• Progressive relaxation therapy• Mindfulness-based Therapies• Pain School• Behavior groups	 <ul style="list-style-type: none">• Acupuncture• Massage• Chiropractic therapy• Ice and heat therapy• Meditation	 <ul style="list-style-type: none">• Physical therapy• Occupational therapy	 <ul style="list-style-type: none">• Stretching• Tai chi• Swimming• Hiking• Walking• Yoga• Chair exercises



How will this work over the computer?

Hands on face-to-face

Connected Care

https://www.va.gov/PAINMANAGEMENT/Opioid_Safety_Initiative_OSI.asp

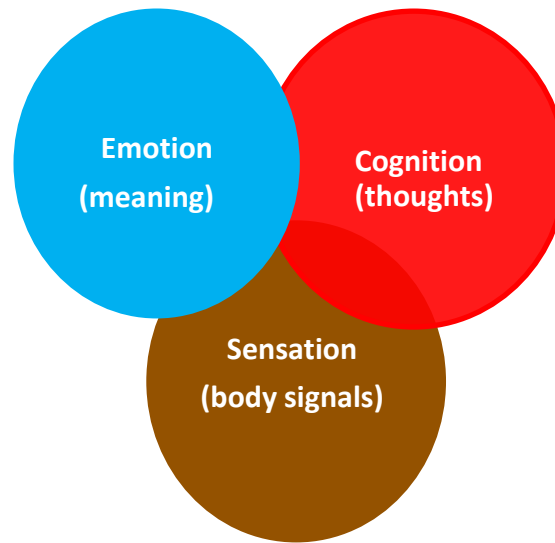


Three Dimensions of Pain

Sensory—discriminative

Affective—motivational

Cognitive—evaluative

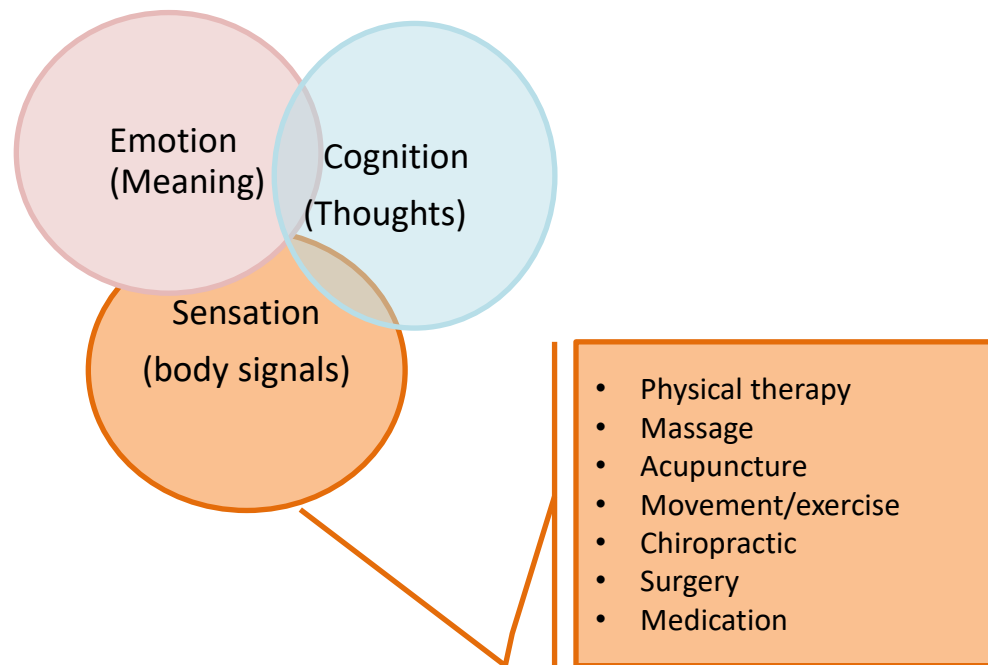


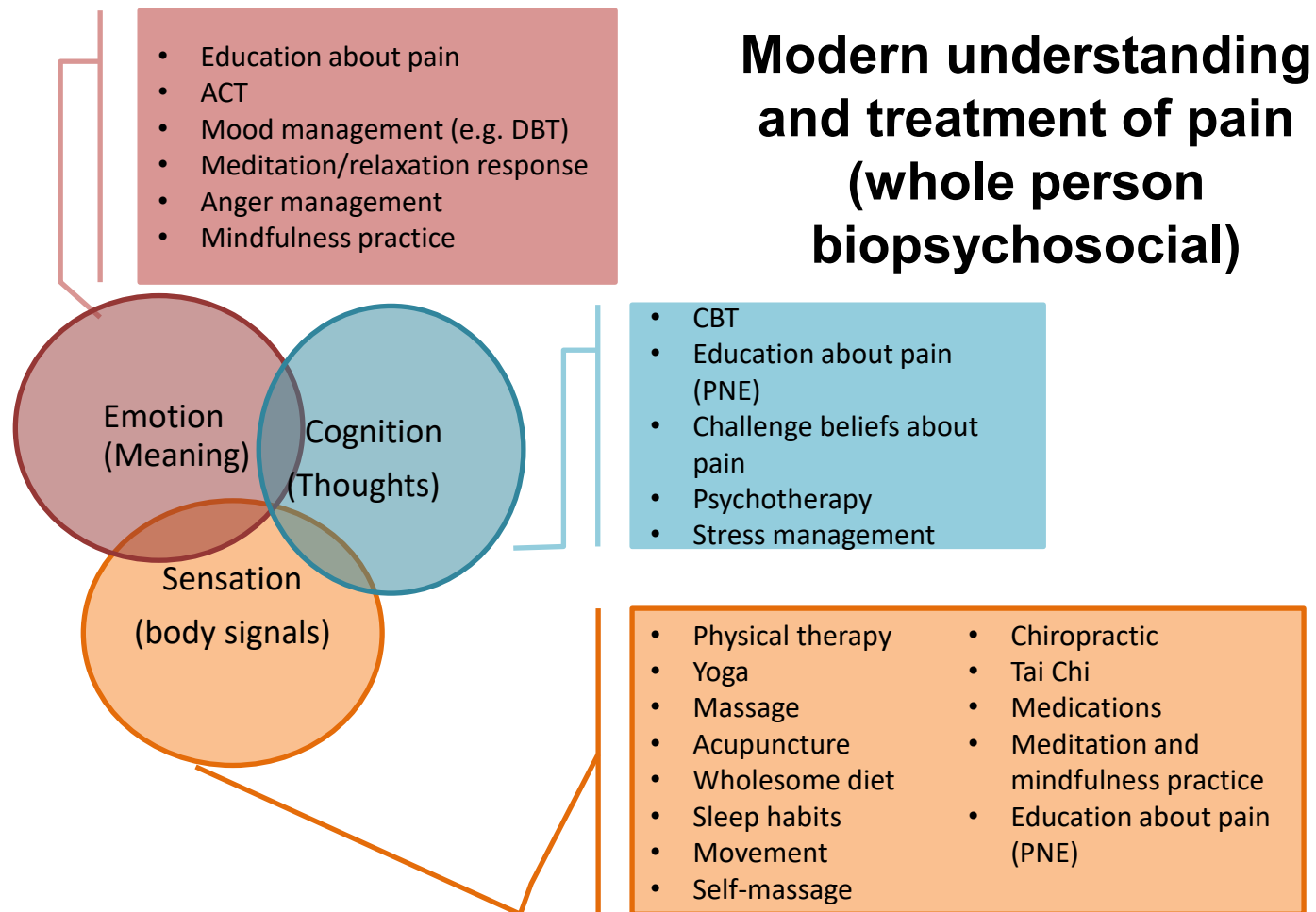
Melzack, R. and Casey, K.L., 1968. Sensory, motivational, and central control determinants of pain: a new conceptual model. *The skin senses*, 1, pp.423-43.



Treatment for chronic pain
limited and mostly passive

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



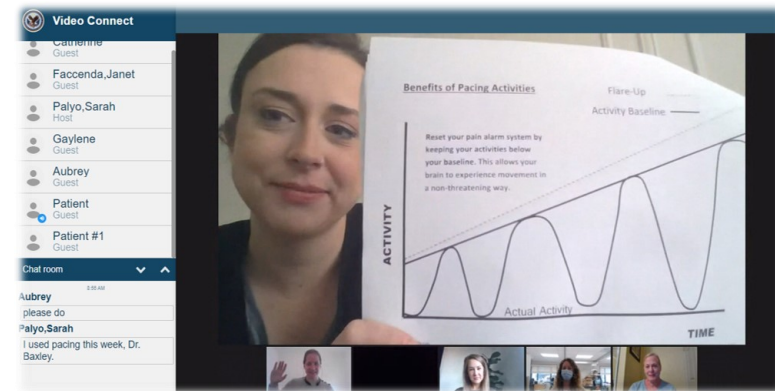
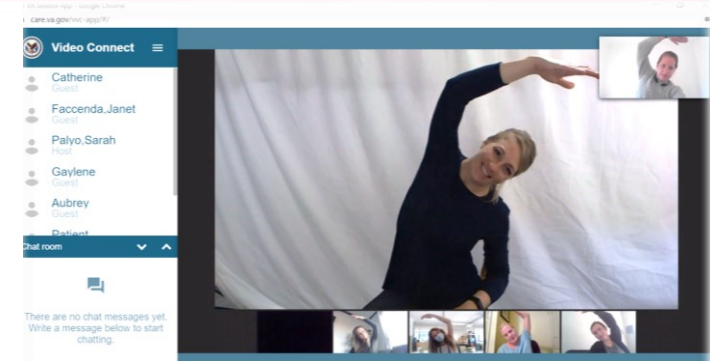
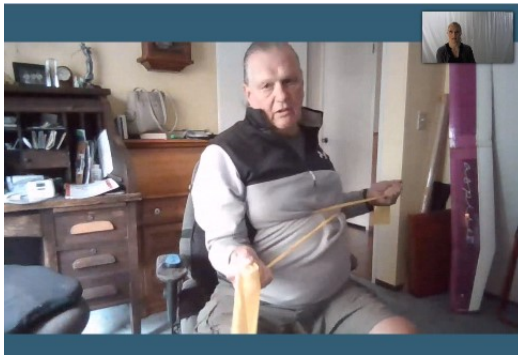




Considerations, tips and resources

Physical Therapy via VVC

- Education (mixed media)
- Demonstration
- Exploration (movement options)
- Cueing/coaching/cheerleading
- Self-management





Apps:

ACT Coach

AIMS

Insomnia Coach

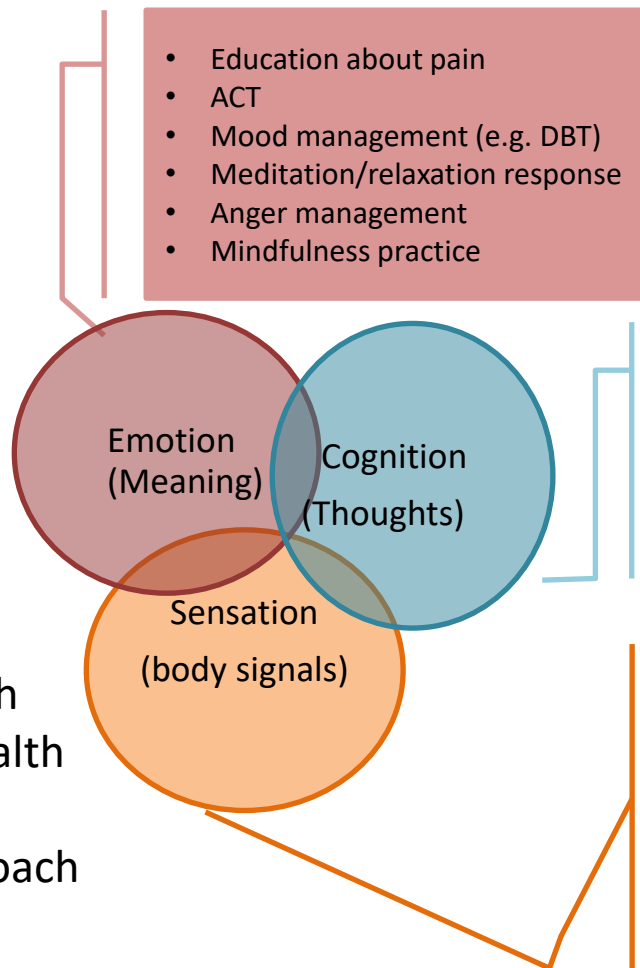
Live Whole Health

Pain Coach

Mindfulness Coach

Mood Coach

CBTi Coach



Modern understanding and treatment of pain (whole person biopsychosocial)

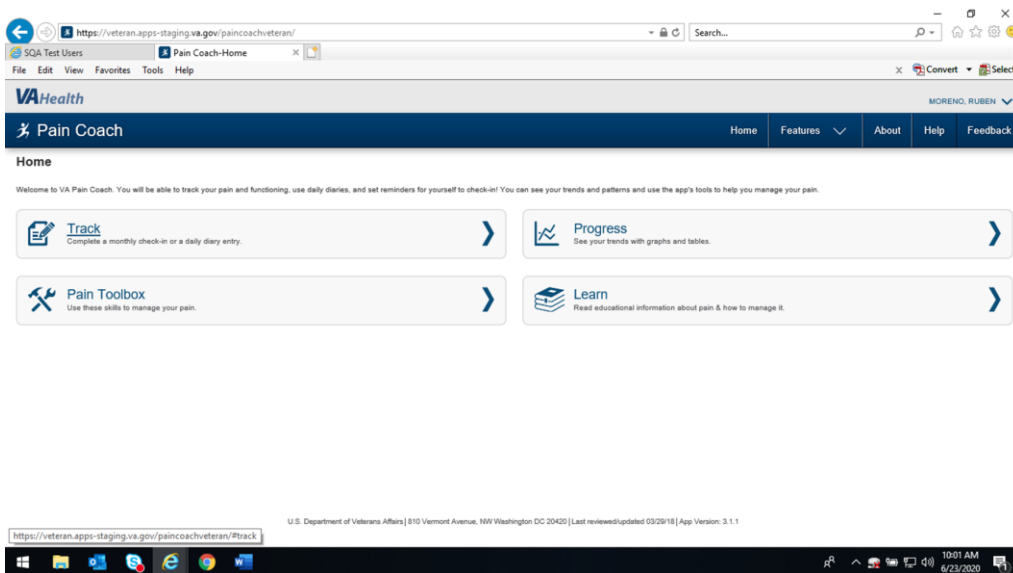
- CBT
- Education about pain (PNE)
- Challenge beliefs about pain
- Psychotherapy
- Stress management

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



Pain 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/>

My Patients/Teams

Patient Search

Protocols

Message History

Reports

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

Assign

Save as Draft

Cancel

Protocol

Justification and Review History

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): bridget.britz@va.gov

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

View next tab for additional details





U.S. Department
of Veterans Affairs

Virtual Whole Health Care

Office of Patient Centered Care & Cultural
Transformation

Sara Grimsgaard, MHMS IHCC Lead TeleWholeHealth

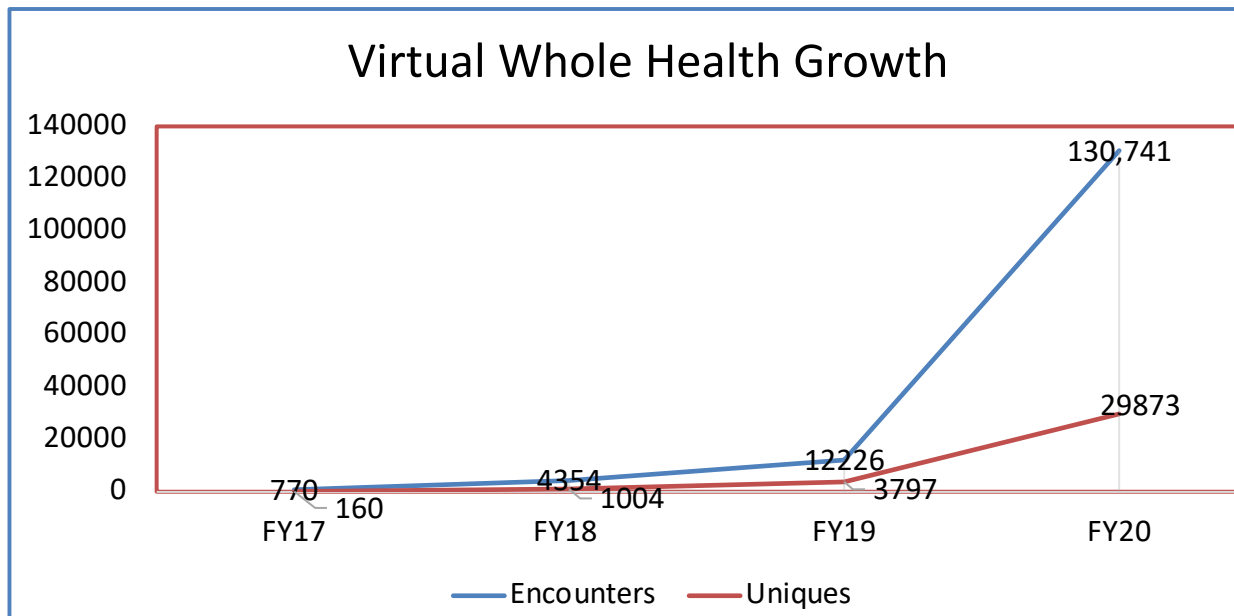
Juli Olson, National Lead Acupuncture

Special thanks: Stephanie Gregory



Virtual Whole Health Growth Overtime

- 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.

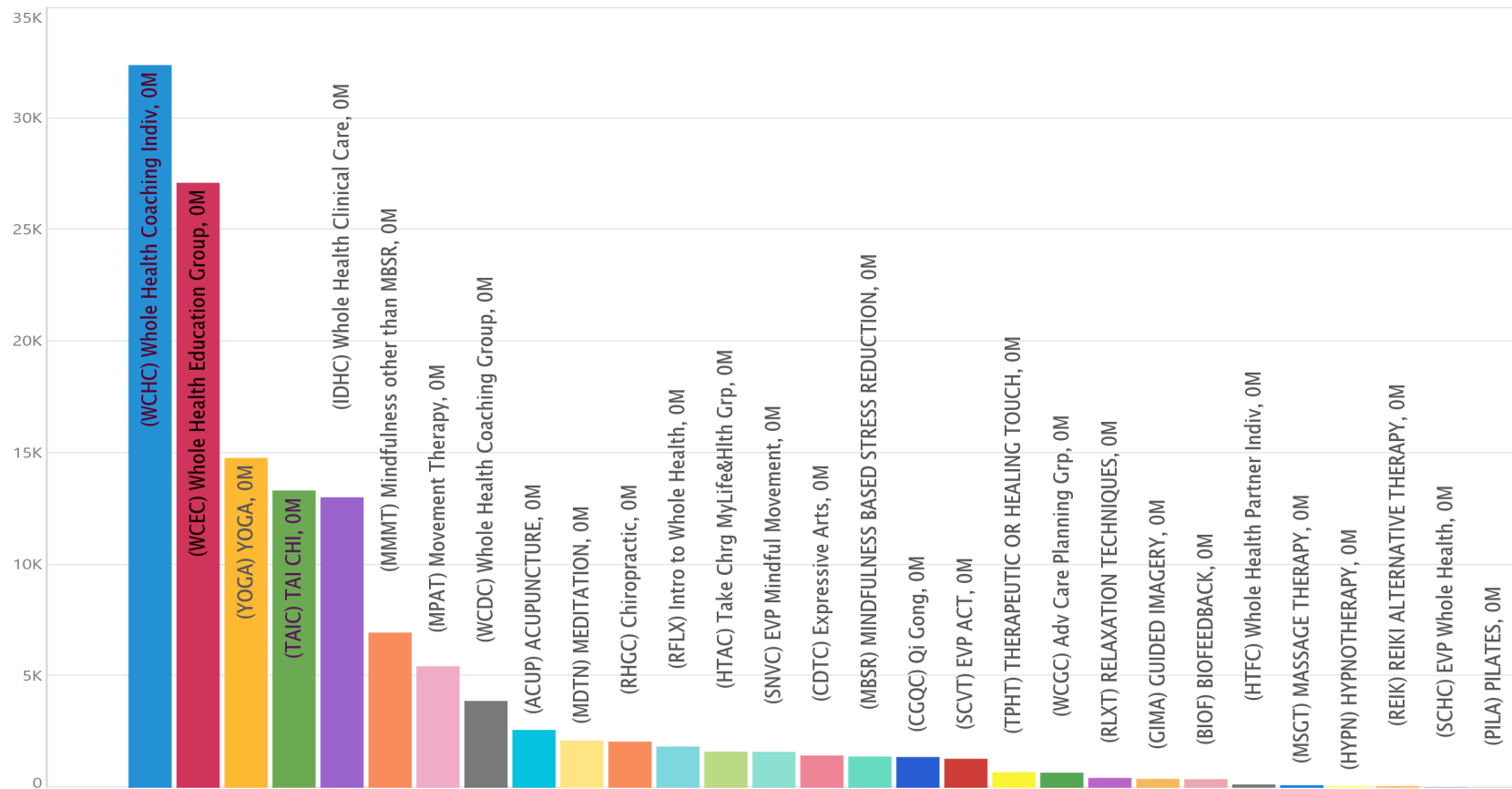




Whole Health Services Delivered Virtually

TeleHealth Activity Bar Graph

FY20, All Districts





U.S. Department
of Veterans Affairs

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





Telehealth Offerings from acupuncture providers



Acupressure Guidance



Nutrition



Stress management / Mindfulness



Therapeutic Movement



Virtual Group Classes

Qigong, Tai Chi, Wellness
Mindfulness Meditation



Acupressure Handouts

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

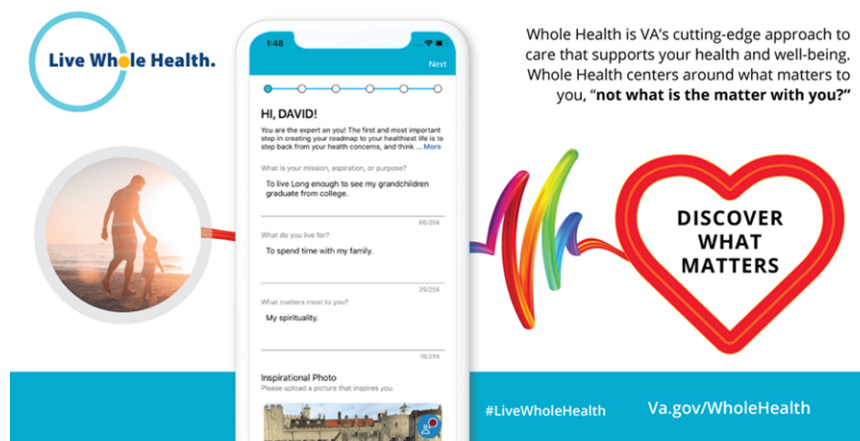
Low back pain with sciatica: 6, 8, 9, 10, 11, 12





Live Whole Health Mobile App

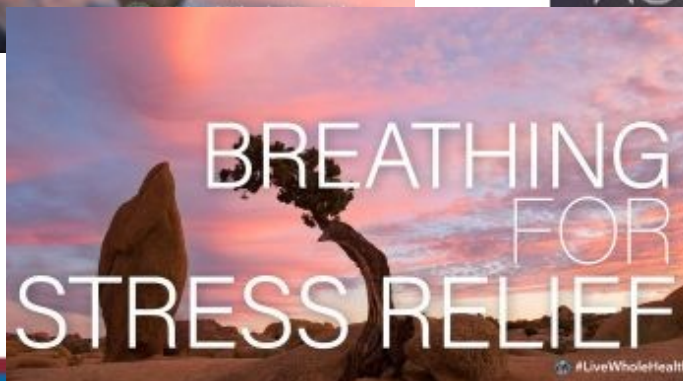
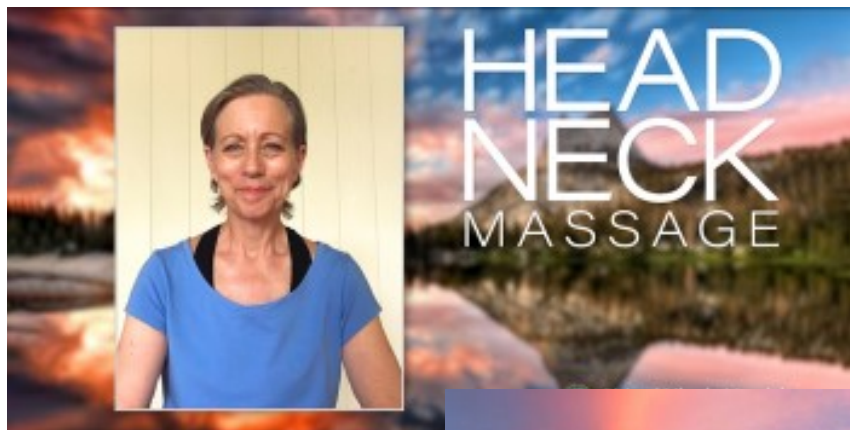
- Designed for Veterans to develop a personal health strategy improving overall health and well-being.
- Guides the user through a Personal Health Inventory and helps create relevant SMART goals with actionable steps to achieve goals.
- #LiveWholeHealth & download the app today.





#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>



Resources

Questions?