

Partners in Pain

A Path of Learning and Improvement

Wisconsin Primary Health Care Association | Madison, Wisconsin | October, 2016

Start Your Adventure 10 Mile Trail Ahead!

Trail Ahead

10 Miles

WPHCA began work on the development of curricula for 6 educational modules to build knowledge of team-based care and chronic pain in Community Health Centers.

Unfortunately, Health Center level of interest was low and WPHCA was unable to recruit enough participants for an effective program.

Early 2015
1 Mile
Trail

With assistance from the researchers and content experts, WPHCA reviewed and compiled the results of the surveys, interviews, and observations. Analysis focused on identifying common barriers and knowledge gaps that could inform future technical assistance and promising practices that could be highlighted. Findings were distributed to participating Health Centers.

July-Aug
2016
9 Mile
Trail

Aug-Sept
2016
10 Mile
Trail

Mid-2015
2 Mile
Trail

Upon further review, it was determined that a better understanding of Health Center perspectives, strengths, and weaknesses regarding chronic pain and team-based care was essential to informing the content and format of appropriate training and technical assistance.

Late 2015
3 Mile
Trail

WPHCA altered the scope of the project to focus on capturing the current condition of chronic pain services and team-based care within the Health Centers.

Mar-May
2016
8 Mile
Trail

Workflow observations were conducted at each Health Center to understand how teams delivered services and to identify what worked well and opportunities for improvement.

What WPHCA found:

- There was significant variation between Health Centers regarding treatment and assessment of chronic pain, team roles and responsibilities, and levels of expertise.
- Common challenges fell into three main areas, including knowledge and comfort with caring for patients with chronic pain and in a team-based care environment, lack of time to understand and implement best practices, and limited resources within the clinic setting and surrounding communities.
- Many Health Centers had evidence of effective practices, such as shared office spaces between team members, complex pain patient meetings, behavioral health integration, care team huddles, identifying chronic pain patients prior to visits, and provider champions.

Dec 2015
4 Mile
Trail

Experts were recruited to help WPHCA understand best practices of chronic pain and team-based care, and researchers were recruited to help WPHCA collect quantitative and qualitative data.

Mar-May
2016
7 Mile
Trail

Among the 6 Health Centers, 53 participants were surveyed, and 14 participants were interviewed. Surveys were completed online while interviews were conducted in-person at the Health Center.

Jan 2016
5 Mile
Trail

WPHCA identified four main areas of exploration:

- What are current practices in the assessment and treatment of patients with chronic pain?
- How do staff currently perceive and utilize team-based care in the Health Center?
- How do staff acquire knowledge about team-based care and care of patients with chronic pain?
- What are topics and effective strategies for building knowledge and skills among staff?

Feb-2016
6 Mile
Trail

WPHCA found engagement to be much higher within the exploration framework. Six Health Centers were recruited from across the state of Wisconsin, including a diverse representation of urban, rural, large, and small centers.

The next trail for WPHCA:

- Provide individual coaching.
- Encourage Health Center participants to join the Behavioral Health Peer Learning Network.
- Provide group training and technical assistance on chronic pain and team-based care.
- Encourage results and reports to be shared with other staff.
- Join potential webinars or discussions about chronic pain and team-based care.
- Align with other WPHCA technical assistance opportunities.