

# Transforming Pain Management in Missouri FQHC Medical Homes

Missouri Primary Care Association

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# The Need

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- Chronic Pain Patients are more prevalent in Federally Qualified Health Centers
  - Lower socio-economic status
  - Low health literacy
- Primary Care Providers are not confident in ability to treat chronic pain safely and effectively
  - Pain management is associated with opioid prescribing
  - Behavioral issues
- Institute of Medicine report *Relieving Pain in America: A Blueprint for Transforming Prevention, Care Education and Research* recommendations:
  - Improve collection and reporting of data
  - Provide educational opportunities in pain assessment and treatment in primary care

# The Solution

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- Train FQHC providers and care teams in the bio-psycho-social model of chronic pain management
  - Group, on-site, webinar, video-conferencing
- Apply Patient Centered Medical Home principles to chronic pain management
- Adapt IHI Breakthrough Series Collaborative model to engage, train, and support FQHCs through change and improvement
- Use data to identify chronic pain patients and monitor progress
  - EHRs, aggregated data, Medicaid claims data

# The Results

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- Four original and four additional participating FQHCs trained – 24 providers, 2400 patients impacted
- 64% of patient responding to survey “completely satisfied” with care team approach to pain care
- Providers report higher level of confidence in caring for chronic pain patients
  - More informed
  - Access to specialist, behavioral health and pharmacy experts
  - Care team supports fidelity to model by consistent messaging with every patient interaction
- Initial reports indicate total cost reduction due to utilization decrease, but increased cost for individuals

## Lessons Learned

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- Chronic pain is more complex than other chronic conditions; intense practice coaching in addition to expert training may have helped to accelerate learning and change.
- Care teams and consistent messaging are essential.
- Fundamental practice change is difficult in the best of circumstances, and not likely to succeed in organizations under stress.
- Access to experts eased anxiety and reinforced training.
- Useful data systems adaptation is complex and challenging.