

Strategies for Successful Use of Telemedicine With Pain Patients

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Disclosure

Dr. James Fricton

- Grant/Research Support: National Institutes of Health
- Clinic Services: Minnesota Head and Neck Pain Clinic
- Telehealth Services: Seven Realms Solutions and PACT

Dr. Ginevra Liptan Clinic Services: The Frida Center for Fibromyalgia



Learning Objectives

 Describe the chronic pain and opioid crisis and how telehealth can help prevent it.



Chronic Pain. It's Real. It's Preventable. Learn how.

- Review how to apply interactive telemedicine in clinical practice with implementation and reimbursement strategies.
- Explain how to implement telehealth self-care programs in routine care with remote patient monitoring.

The Chronic Pain and Addiction Crisis



Dr. James Fricton



#1 driver of healthcare costs

Chronic pain costs U.S. up to \$635 billion, study shows

- Date: September 11, 2012
- Source: American Pain Society
- Summary: Health economists have reported the annual cost of chronic pain in the United States is as high as \$635 billion a year, which is more than the yearly costs for cancer, heart disease and diabetes.

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ealth economists from Johns Hopkins University writing in The Journal of Pain reported the annual cost of chronic pain is as high as \$635 billion a year, which is more than the yearly costs for cancer, heart disease and diabetes.



67%









Mayo Clinic Proceedings, 2011

The most common chronic condition 00 90 80 70 60 50 40 30 20 0 0 Chronic Pain Diabetes Heart Disease Stroke Cancer Figures in millions of people from the Institute of Medicine of The National

Academies and the American Diabetes, Heart and Cancer Associations

#1 cause of addiction





THE NUMBERS

Nonmedical use of prescriptions Related costs to insurers ER visits from adverse opioid events % of workers compensation costs 12 million \$72 billion 500,000 15-20%

Painweek.

Pain Physician. 2012;15:ES67-ES92

Comparison of Death Rates in the United states

- Civil War in 1856
- Spanish flu in 1918
- World War I in 1914-18
- •World War II in 1940s
- Covid-19 Pandemic

Painweek

Opioid Crisis (2000-2020)

618,200 deaths 675,000 deaths 116,500 deaths 418,500 deaths 180,000 deaths 695,000 deaths



Headache and facial pain are the most common...

Lifetime Prevalence of Headache





47% had at least one headache within the past year

http://www.americanheadachesociety.org/assets/1/7



Joint pain is the most expensive...







Http://www.cdc.gov/arthritis

Back and neck pain cause more disability



Painweek.



Sometime in their life

90%

Summary Health Statistics for U.S. Adults: National Health Interview Survey, Center for Disease Control, 2011

We need to better understand and manage pain conditions





However, delayed recovery is common

- Over half of individuals with pain conditions at 1 month still have pain 5 years later
- Many of these patients continue to seek care for their pain years after onset
- Failed treatment, delayed recovery, chronic pain, and addiction is often due to many physical, behavioral, and psychosocial risk factors that are not addressed in usual care



Telehealth can be a solution to help relieve and prevent chronic and addiction by improving access to care



Chronic Pain. It's Real. It's Preventable. Learn how.

- 1. Interactive telemedicine
- 2. Telehealth Self-Care Programs



Interactive telemedicine for pain conditions

Dr. Ginevra Liptan





First, Some Definitions

- Telemedicine: Narrowly defined as remote clinicians assisting on-site hospital or clinic staff with procedures or patient care
- Telehealth: Virtual interactions between individual patients and health professionals via video or phone
- Virtual Care: Encompasses all telemedicine, telehealth care programs, and remote health care monitoring technologies
- In common usage, all three terms used interchangeably



Early Telemedicine Solution



Current Telehealth Solutions

The remote delivery of healthcare through the use of telecommunications technology and information technologies to provide remote clinical services to patients including:

- Video/phone consultation
- Patient education and training
- Remote monitoring and digital imaging
- Increase access to care for patients in remote areas

World Health Organization (WHO)





Common Types of Telehealth



- Interactive Telemedicine: patients and providers communicate in real-time using HIPAA compliant video technology and procedures
- <u>Telehealth care programs</u>: providers can support risk assessment, self-care and telehealth coaching of patients to extend care into daily life
- <u>Remote patient monitoring:</u> providers can monitor patients who reside at home by using mobile medical devices and assessments to collect data on sleep habits, pain, blood sugar, blood pressure, etc

Provider Telehealth Questions

- Why would telemedicine help my practice and my patients with pain conditions?
- •How do we integrate telehealth solutions into routine care of patient?
- How do we use telehealth solutions to improve long-term patient outcomes?
- •How do we use telehealth to know how patients are doing?

*I*eek



Telehealth Barriers

- Provider and patient concernsLack of experience
- Reimbursement
- Lack of familiarity with technology
- Lack of access to technology, wifi or cell signals
- Provider liability concerns





Pre-Covid-19 Stats on Telehealth

- Telehealth totaled just 0.1 percent of all medical claims filed in 2018 (FAIR health)
- •49% of patients believed the quality of virtual care to be inferior to an in-person visit (2019 JD Powers Survey)
- Doctors not sold either: Only 1 in 3 specialists and 2 of 5 primary care providers felt virtual care would benefit their practice (2019 AMA survey)



Telehealth During COVID-19 Crisis



- Increase in telehealth to prevent spread of infection
- Allows health care with social distancing
- Saves time and efficiency of scheduling care
- Helpful for managing and preventing chronic pain conditions



Benefits of Telehealth for Pain conditions

REFIS BENEFITS BENEFITS CONFEETS

- Improve access to care for all patients
- Improves long distance-based health care
- Engages patients within their lives
- Improves efficiency of care

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- Provide patient-centered self-care training
- Provides telehealth coaching support
- Monitor patients in both real-time and self-monitoring
- Leads to better long-term patient outcomes

Totten AM, et al AHRQ 2016. www.effectivehealthcare.ahrq.gov/reports/final.cfm.

THE PROMISE AND THE PERIL OF VIRTUAL HEALTH CARE

During the coronavirus pandemic, telemedicine looks like the future of health care. Is it a future that we want?

By John Seabrook

June 22, 2020



Ideal Features of Telehealth Platforms



- Reminder emails to patients with links to the platform/ handouts
- Pre-call testing of audio and video
- Virtual waiting room for the patient until the health provider connects. This should include the ability for the practitioner to edit or change triage and sequence of patients
- Sharing of screens for handouts
- Simple to use (for both staff and patients) with help center and secure messaging
- Documentation of consent, visit, billing in electronic health record

Secure Audio-Video Platforms

- Doxy.me
- eVisit
- ChironHealth
- Updox
- Vcita
- Many others...





Scheduling Telehealth Visits

Front desk staff schedules new patients or converts existing appointments to a telehealth visit due to the COVID-19 crisis



- Prior to visit, staff will email patients the morning of the visit to confirm and informed consent regarding the visit
- Send link to the telemedicine platform waiting room and test with patient.
- Send email with forms to be reviewed at the time of visit. E.g. diagrams, diagnoses, treatment planning, self-care form
 PainWeek.

Before the Telehealth Visit by Staff



- Confirm informed consent for evaluation before telemedicine encounters
- Disclose HIPAA-compliant communication methods to patients and obtain consent where appropriate.
- Provide and validate credentials to the patient, i.e. medical license or other clinical qualifications.

At the Visit with Provider

- Patient waits in virtual waiting room of platform and
- provider clicks "start" to begin the visit with the patient
- Ask the patients to review symptoms, history, and changes.
- Review the diagnosis, treatment plan, and immediate self-care.
- Ask about barriers to recovery and reasons for improvement (what works?) or flare-ups (what made it worse?).
- Enroll them in a telehealth self-care program, if appropriate
- If they need medications short term, a prescription can be sent electronically, if the clinician is comfortable doing so.

Reimbursement of Telemedicine



 Health plans have expanded coverage of telehealth services to respond to the current public health emergency

The cost per treatment of telehealth is less expensive and offers significant cost savings



Documentation of Telehealth Visit



- Use standard office visit CPT codes for new and existing patients
- Use master modifiers 95 telehealth location code
- Modifiers GT (interactive audio and video) and GQ (asynchronous telecommunications system)



Telehealth Also Supports Self-Care

- Self-management support is often neglected in routine care due to...
- ✓ Not part of biomedical model
- ✓ Inadequate time to "train" patients
- ✓ Lack of reimbursement

- ✓ Healthcare reform and regulation by health plans
- ✓ Tedious electronic health record charting
- ✓ Inadequate training of health professionals





Telehealth Self-Care with Telehealth Coaching Programs

- Personalized Activated Care and Training (www.PACTforPain.com): pain conditions
- Take Courage Coaching (<u>www.takecouragecoaching.com</u>): coaching for pain conditions
- Every mind matters (www.nhs.uk) mental health
- Self-Care Digital Platform (<u>www.sitekit.net</u>): lifestyle





Telehealth Self-Care Training and Telehealth Coaching Platform



- ✓ Implement self-management training in routine care
- ✓ Telehealth coaching supports patient in their life
- ✓ Easy to explain & implement with patients
- ✓ Employs broader whole person model of care
- Reimbursed by health plans to supplement office or telehealth visits
- ✓ Easy to document in electronic health records

Providers Reimbursed for Preventive Medicine Services



Providers visit

✓ Use Preventive Medicine Counseling fee (e.g. CPT 99401-2) to add fee to office visit to discuss self-care to prevent chronic pain and addiction

Telehealth pain coaching visit;

- ✓ Pain and Risk Assessment (CPT 99409)
- ✓ Risk Reduction Training (CPT 99409)
- ✓ Telehealth coaching for preventive medicine (CPT 99409)

Conclusions



- Telemedicine care is both feasible and effective in improving patient engagement and outcomes
 - Telemedicine can be smoothly integrated into clinical care without increasing provider burden
 - Telehealth self-care can generates an additional revenue stream for health professionals to offer services to prevent chronic pain and addiction.



"Divine is the task to relieve pain."

-Híppocrates





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