



Telehealth Self-Care Programs to Improve Pain Outcomes

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Disclosure

Dr. Ginevra Liptan

- Clinic Services: The Frida Center for Fibromyalgia

Dr. James Friction

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

Learning Objectives

- Describe the chronic pain and opioid crisis and how telehealth self-care solutions can help prevent it.
- Review the components of telehealth self-care programs
- Describe how to implement and be reimbursed for telehealth self-care programs in routine care with remote patient monitoring.



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

What Do We Do About Chronic Pain?

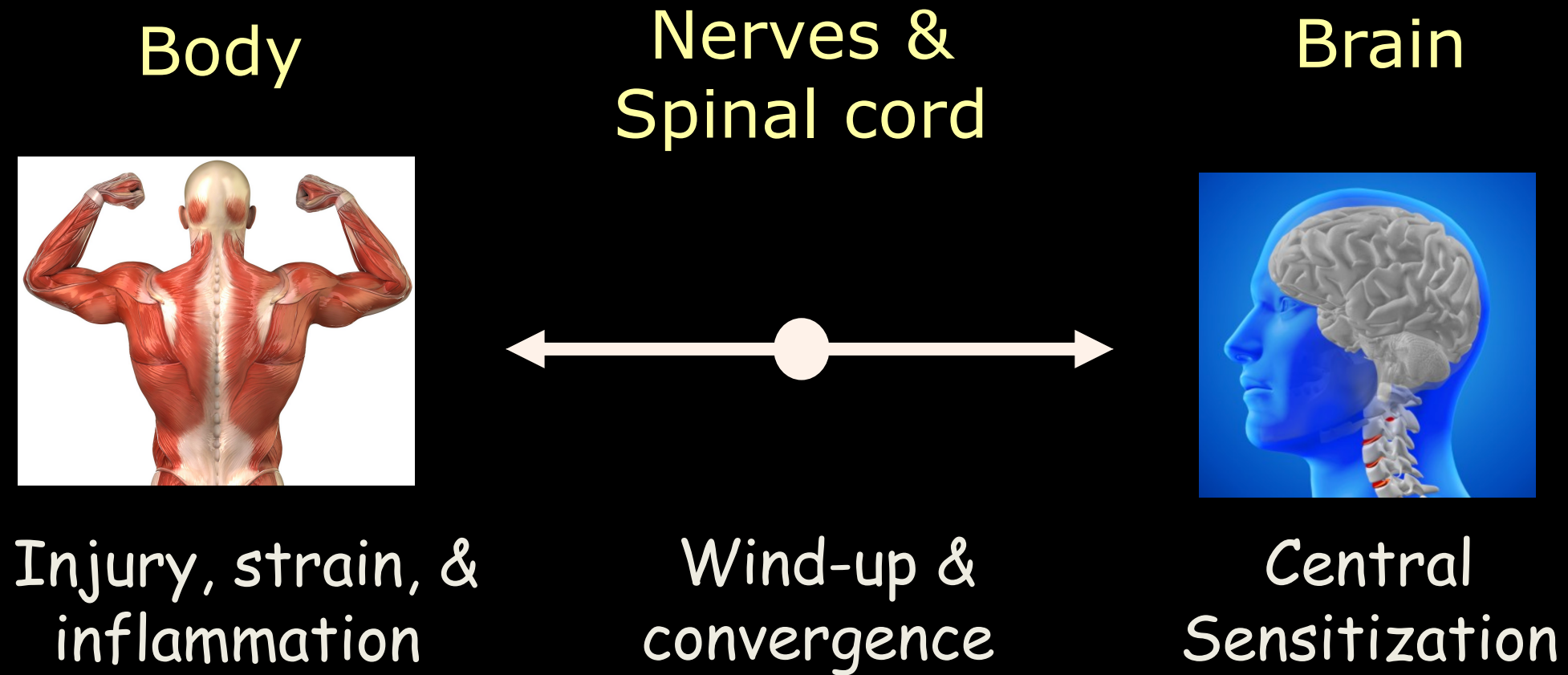


Delayed Recovery Is Common

- 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



Risk Factors Increase Pain Over Time



Protective Actions Decrease Pain Over Time

Body



Healing & reduce
inflammation

Nerves &
Spinal cord



Wind-down &
Gating

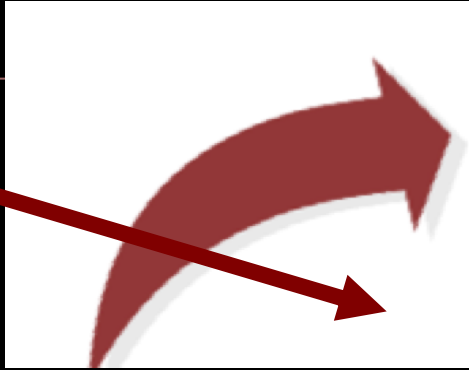
Brain



Central
Calming

Risk Factors Sustain Pain Cycles

Onset
Event

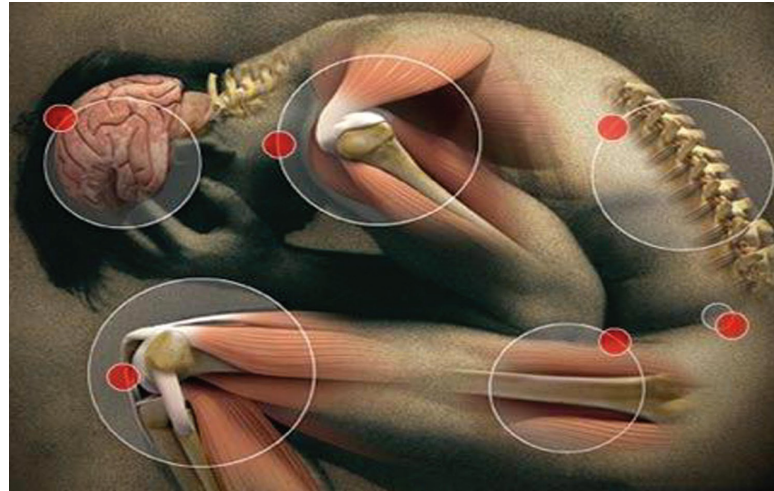


Poor Diet/Sleep
Substance Use



Depression
Anxiety
Conflict

Poor posture
Tight tense
muscles



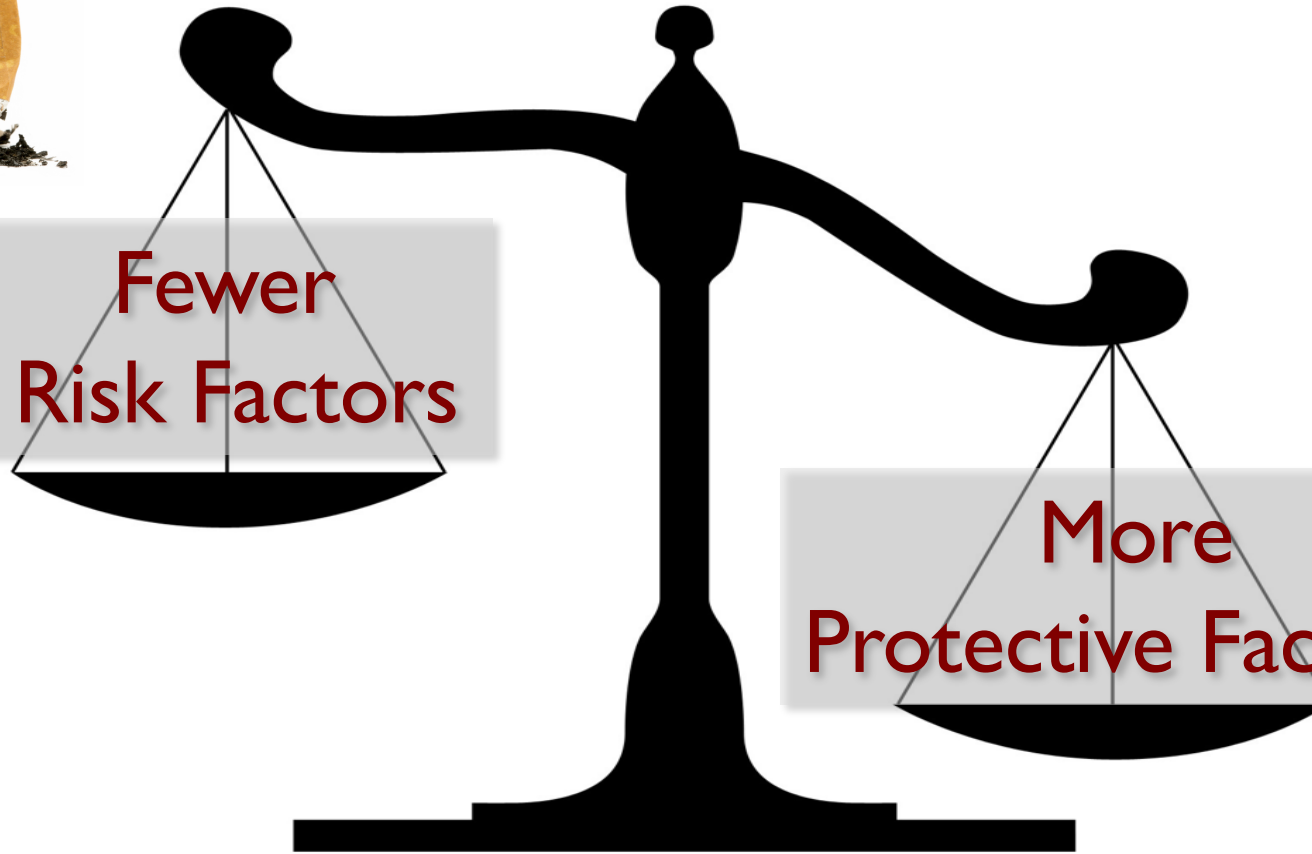
Stress
Burn-out
Carelessness



Recovery Principle



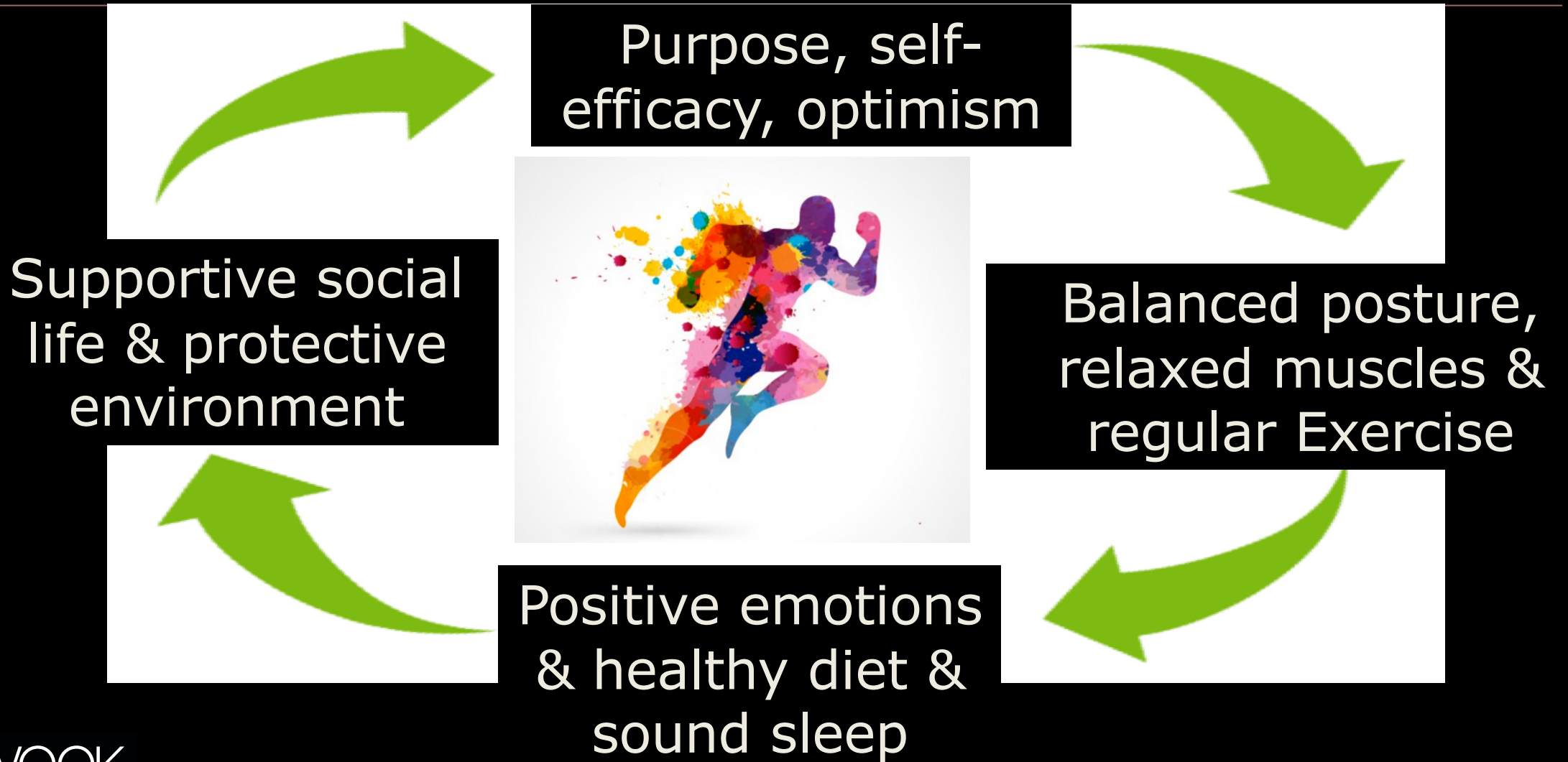
Fewer
Risk Factors



More
Protective Factors



Protective Factors Create Pain-reducing Cycle



Risk and Protective Factors for Chronic Pain



Body

e.g. fitness, range of motion, posture, strength, injury



Lifestyle

e.g. diet, sleep, hurried/balanced pacing, sitting/moving, strain/relaxed, work/balance, substance abuse/free



Emotions

e.g. anxiety/calm, depression/happiness, anger/forgiveness, guilt shame/acceptance



Spirit

burned out/find purpose, hope/ hopeless, life trauma/protective, self-destructive/self-compassion



Social Life

e.g. conflict/harmony with others, isolation/ social support, stress/calm, secondary gain/ recovery rewards



Mind

e.g. pessimism/optimism, confusion/understanding, expectations, self-efficacy, resilience, coping



Environment

e.g. unsafe/safe, infection-prone/clean, chaotic/organized, adverse events/accident-free

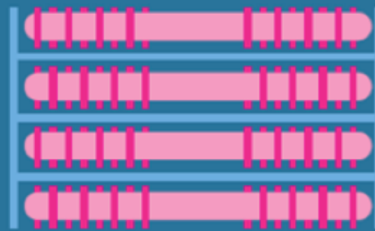
Telehealth self-care programs can be a solution to help relieve pain and prevent chronic pain and addiction

*Preventing
Chronic Pain*



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

IMS



**International
Myopain
Society**

www.myopain.org

Telehealth Self-care Care Programs With Remote Monitoring for Pain Conditions

Dr. James Friction



Chronic Care Model: Telehealth Transformative Care

Treat as usual with medications, surgery, therapy, and others

Train patients in self-management to reduce risk and boost protective factors

Team with telehealth coach to support patient self-care

Technology for telehealth, testing, training, and remote tracking with patient-centered outcomes dashboard



*Preventing
Chronic Pain*



Transformative Care is a rare TRIPLE WIN!

- Better quality of care
- Better outcomes of care
- Lower cost of care

-Institute for Healthcare Improvement

Requires a Shift the Paradigms of Care



Assume
people are
multi-
dimensional



Engage in
self-care



Understand the
whole person



Provide the
education and
training



Focus on
self-
responsibility



Create
long-term
sustainable
change

Enhance the Care Process



Strong
partnerships,
be realistic



Expect
ups and
downs



Empower
and
motivate



measure
outcomes



Gather
social
support



And,
transform
lives

Telehealth 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



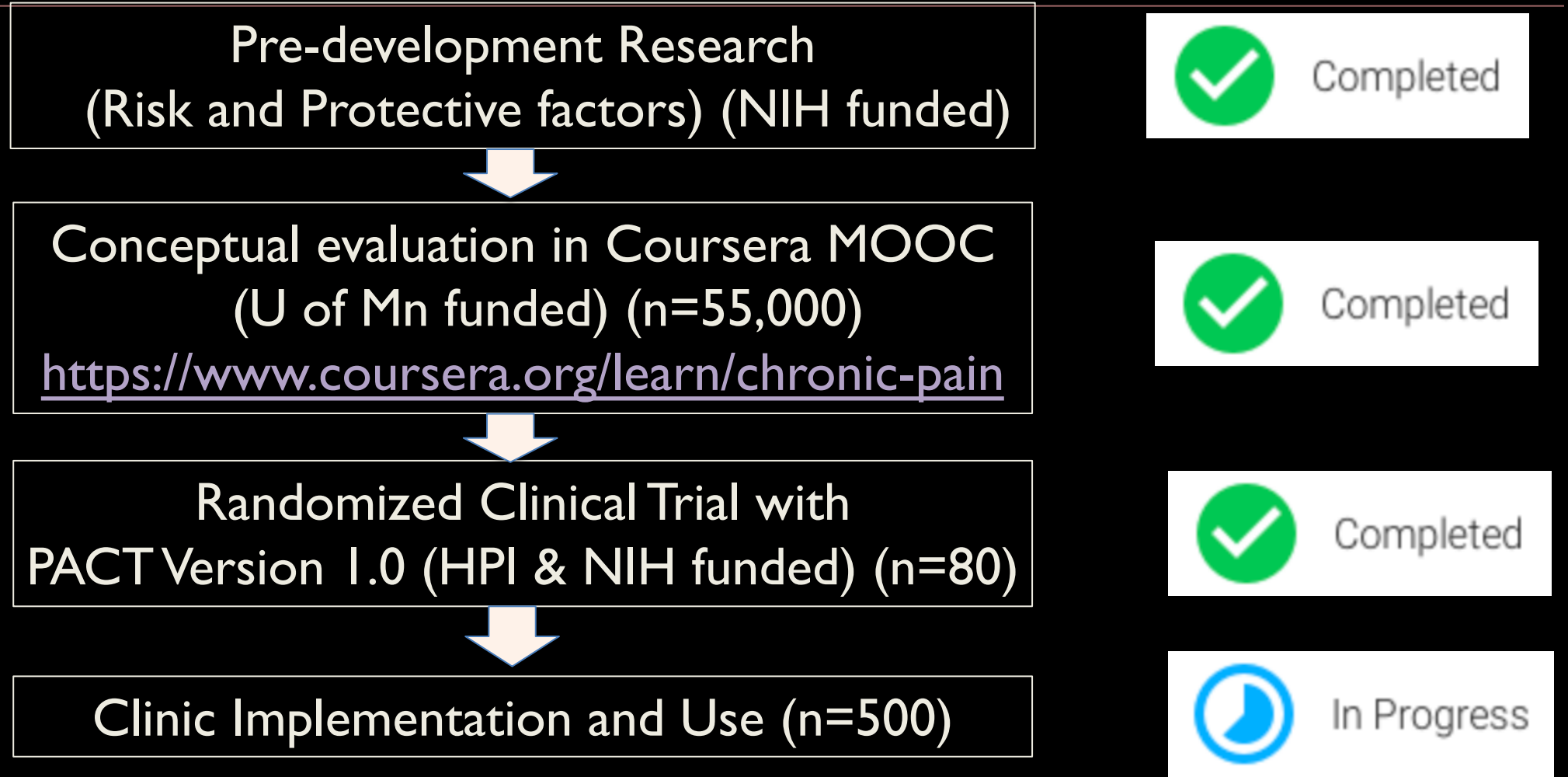
- Personalized Activated Care and Training (www.PACTforPain.com): pain conditions
- Take Courage Coaching (www.takecouragecoaching.com): pain conditions
- Every mind matters (www.nhs.uk) mental health
- Self-Care Digital Platform (www.sitekit.net): lifestyle

PACT is a Telehealth Self-Care Training and 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 add to office or telehealth visits
- ✓ Easy to document and bill in electronic health records

PACT Research & Development Phases



Olivia's PACT User Experience

<http://drwaynejonas.com/conquering-chronic-pain/>

Clinic Consult

Olivia presents with history of years with headaches, facial pain, and neck Pain with many failed treatments. "I don't know what to do. Can you help me?"



Care Plan

Evaluate, discuss diagnosis, treatment & training. "I'm happy to treat you but it is more effective long-term if we also train you to reduce the causes of pain. Are you interested?"



PACT Portal

"Yes, of course I'm interested!" Quick Enroll by doc or staff with name & email. Patient clicks link in email for secure log-in to register. Completes pain & risk assessment and tour.



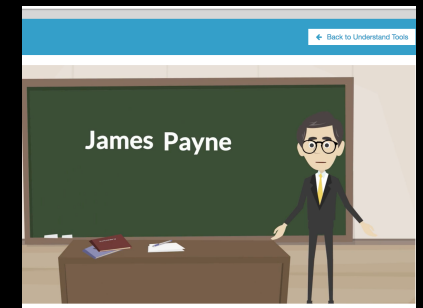
Telehealth Coaching

PACT matches Olivia to Health Coach. Secure email sent out to introduce them. Coach calls Olivia and begin initial session for goal setting and review of steps. Use telehealth phone visits.



PACT Training

- Coach review lessons in over 6 months
- Implement action plan
- Tier 1: Understanding pain, immediate relief
- Tier 2: Healing of pain condition
- Tier 3: Long-term recovery
- Living in 7 Realms
- Resolves pain



Providers Reimbursed for Preventive Medicine Services



Providers

- Introduce PACT to patient & staff quick enrolls (5-10 min)
- 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

Health plans reimburses PACT for Telehealth pain program;

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

PACT can generate on average \$800 net revenue per patient

Scope of Pain Conditions

- Back pain
- Hip pain
- Headache
- Neck/ upper back pain
- Jaw/ facial pain
- Shoulder pain
- Others in future



Introducing PACT at In-person or Telehealth Consult

Provider evaluates patient and discusses diagnoses, risk factors, pain cycles, 80/20 rule and transformative treatment plan with patient...



“Treat the pain condition in helpful but it is more effective long-term if we also train you to reduce the causes of your pain. Are you interested?”

Patient Steps in PACT



1. Attend Orientation at www.pactforpain.com
2. Review email from PACT and log-in
3. Click Agreement and HIPAA
4. Complete pain and risk assessment
5. Begin personalized on-line lessons
6. Connect with Telehealth Coach

Telehealth Coach Visit

- ✓ Scheduled by staff at clinic or telehealth visit
- ✓ Calls patient for initial visit
- ✓ Define goals to achieve
- ✓ Review action plan
- ✓ Encourage adherence
- ✓ Schedule future Tele-health visits
- ✓ 8+ Visits over 6 months



= Excellent results long-term

Telehealth Coach Extends Care Into The Patient's Daily Life

Goal 1. Education

- ✓ Help patient in achieve goals
- ✓ Tele-health visits (weekly)
- ✓ Implementing action plan
- ✓ Encourage adherence
- ✓ Improve success and outcomes
- ✓ Refer to tele-health psychologist, if needed



= Excellent results long-term

Integrating TeleHealth Coaching into Routine Patient Care



- ✓ Extends care into patient's daily life
- ✓ Easy to explain importance with patients
- ✓ Employs broader whole-person model of care
- ✓ Billed by billing team for SBIRT Screening assessment, Brief Intervention, Referral for training and coaching (99409)
- ✓ Document in PACT and added to electronic health records

What Patients Can Expect

MINIMUM: 8 coaching calls during the 6 month program

MAXIMUM: 1x/1-2 weeks for 6 months with an option to be re-enrolled into PACT. This can be done by provider or coach.

INITIAL CALL: 1 hour scheduled

AVERAGE LENGTH OF FOLLOW UP CALLS: 30-45 min



Coaches Help Identify Red Flags



- Medical or mental health red flags e.g. severe depression, anxiety, suicidal/homicidal thoughts, abuse are reviewed
- Discuss with the client first. “This is outside my scope of practice as a health coach.”
- Prompt to speak to healthcare provider: “Would you like me to talk to your provider?”
- Refer to clinic psychologist
- Send confidential note to the specialist

Completing Micro-lessons

- ✓ Personalized based on Risk Assessment
- ✓ CBT training to reduce risk factors by implementing protective actions
- ✓ 5 minute lessons
- ✓ Personal stories of real people
- ✓ Daily action plan (habits, pauses, calming)
- ✓ Documenting outcomes





Online Self-Care Lessons to Learn Protective Actions to Relieve Pain

- Understanding Pain: Conditions, risk factors, pain cycles, self-care
- Self-Care HEALS: Heat/cold/massage, Exercise, Analgesics, Lifestyle, Strain
- Mind: Shift to optimism, self-efficacy, expectations, resilience
- Body: Implement stretching, exercise, posture, reducing strain
- Lifestyle: Follow healthy diet, sleep habits, low substance use, high activity level
- Emotions: Reduce anxiety, depression, anger, and shame
- Spirit: Find purpose, self-compassion, hopefulness, grit & determination
- Social life: Find love & belonging, social support, work well-being, social stressors
- Environment: Prevent re-injury, safe living, minimize risk

Resources to Enhance Patient Engagement

- ✓ Access with cell phone or computer
- ✓ Handouts for each lesson with action plans
- ✓ Worksheets/daily log
- ✓ Dashboards
- ✓ Reminders/ alerts



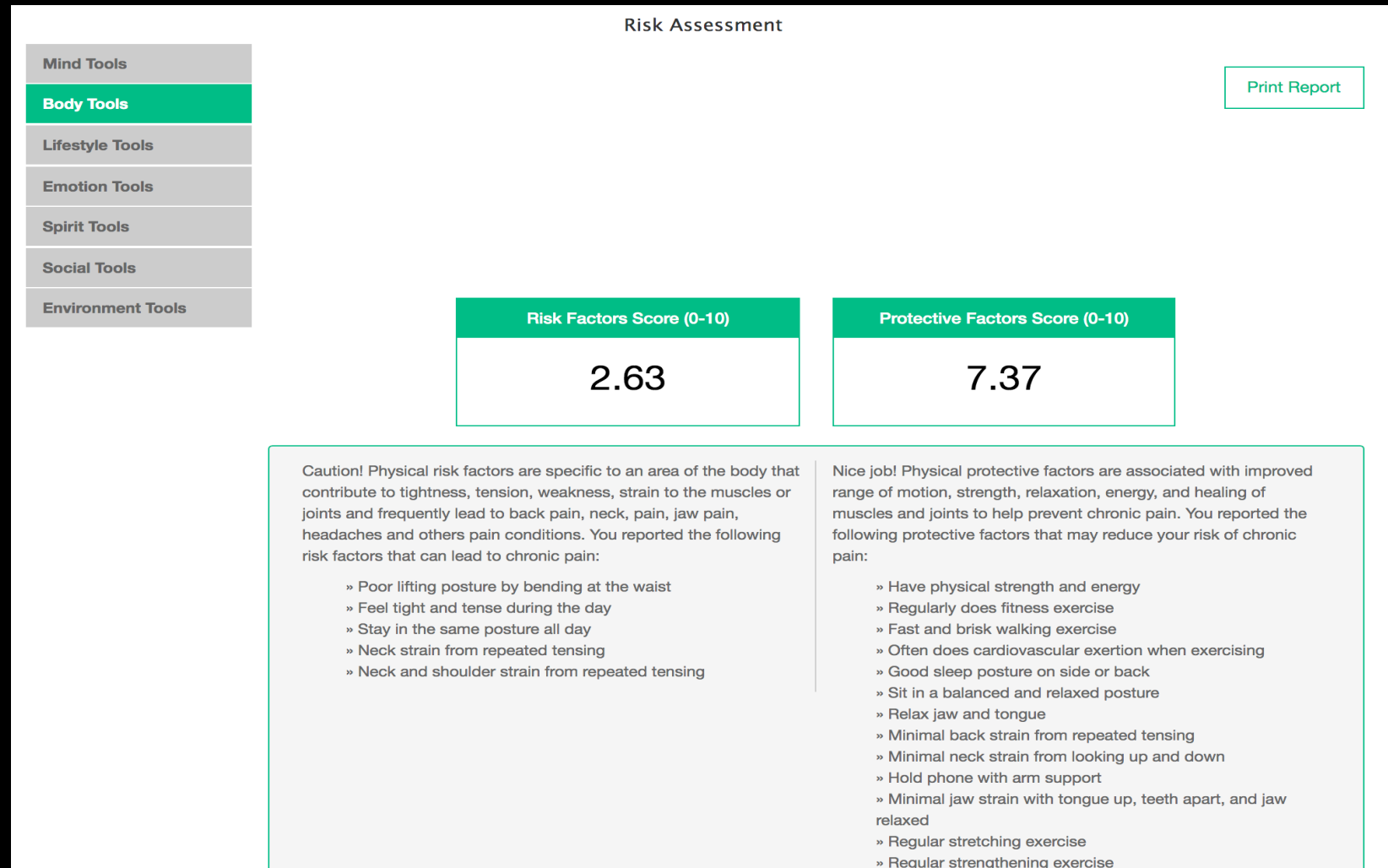
Helps Know Your Patient

Dashboard to understand their pain, how it impacts their life, their goals, current self-care, and readiness for change

Personal	-
Pain	+
History	+
Goals	+
<p>Goals include: Reduce Pain,Reduce Medications,Return To Normal Leisure Activities</p> <p>Self-care includes: Maintain Balanced Relaxed Posture, Strengthening Exercise e.g. Weights, Long Walks, Prayer, Staying Positive In The Present Moment, Distracting Yourself From The Pain, Hot or Cold Applications, Socializing or Spending Time With Others, Lying Down, Taking Breaks During Day, Practice Calming Technique, Deep Breathing, Warm Baths, General Massage</p> <p>Readiness for Change: 9.4</p>	
Health Professional Information	+
Health Coach / Provider Notes (not shared with Patient)	+
Visits	+
My Lessons	+
Are You Ready to Change?	+
Living the 7 Relams	+

Understand Your Patient's Pain

Dashboard to
review risk and
protective factors
in all 7 realms of
the patient's life



Track Your Patient's Engagement



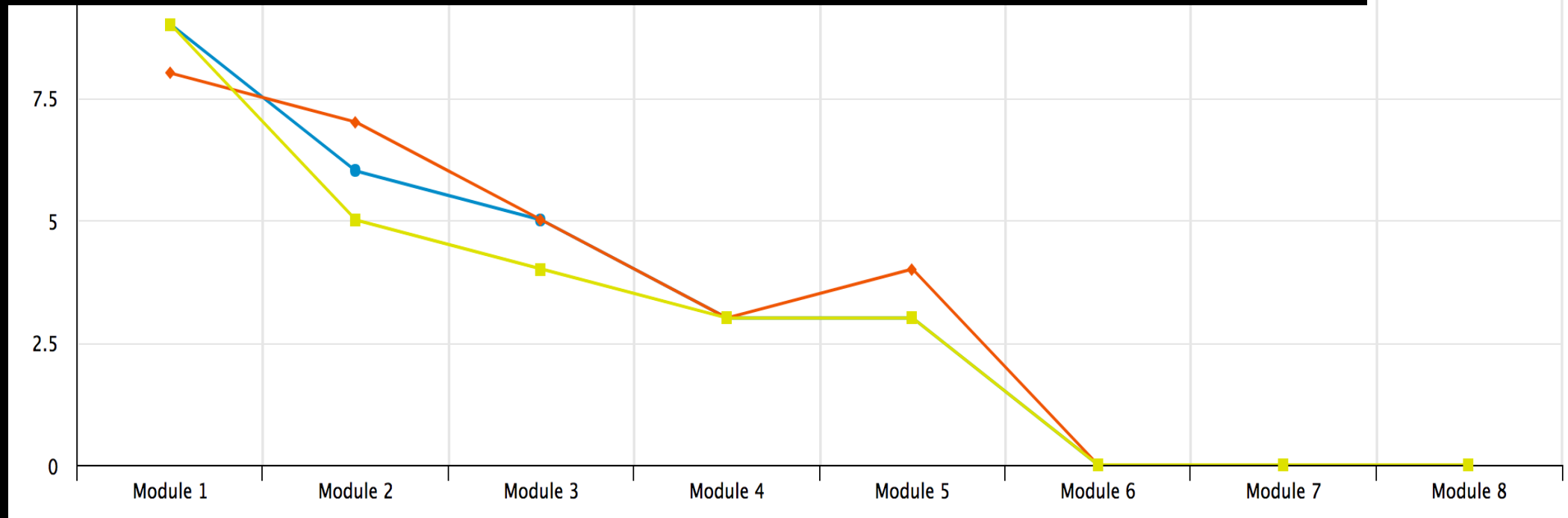
Tina Mech

Personal	-
Pain	+
History	+
Goals	+
Health Professional Information	+
Health Coach / Provider Notes (not shared with Patient)	+
Visits	+

Lessons Completed				Action Plan		Pain Level		Interference		Risk Assessment		
Understand	Welcome	Benefit Balloons	Overview	Understand Pain	Pain Conditions	Causes of Pain	Treatments	Self-management	Action Annie	Calming Kate	Barrier Buster Bob	Are You Ready To Change?
Self-Care		Introduction	Jaw Pain	Headache	Neck Pain	Back Pain	Shoulder Pain	Hip Pain				
Mind		Professor Payne	Benefit Balloons	Everyday Optimism	Learning Self-efficacy	Realistic Expectations	Coping & Resilience	Story	Action Annie	Calming Kate	Barrier Buster Bob	Mind Summary
Body		Professor Payne	Benefit Balloons	Stretch & Strengthen	Fitness for Relief	Posture & Relaxation	Reducing Strain	Story	Action Annie	Calming Kate	Barrier Buster Bob	Body Summary
Lifestyle		Professor Payne	Benefit Balloons	Pain-Free Diet	Restful Sleep	Balanced Lifestyle	Substance Use & Misuse	Story	Action Annie	Calming Kate	Barrier Buster Bob	Lifestyle Summary
Emotions		Professor Payne		Joy & Happiness	Calm & Courage	Gratitude & Forgiveness	Empathy & Acceptance	Story	Action Annie	Calming Kate	Barrier Buster Bob	Emotion Summary
Spirit		Professor Payne	Benefit Balloons		Self-Compassion	Hopes & Dreams	Grit & Determination	Story	Action Annie	Calming Kate	Barrier Buster Bob	Spirit Summary
Social life		Professor Payne										
Environment												

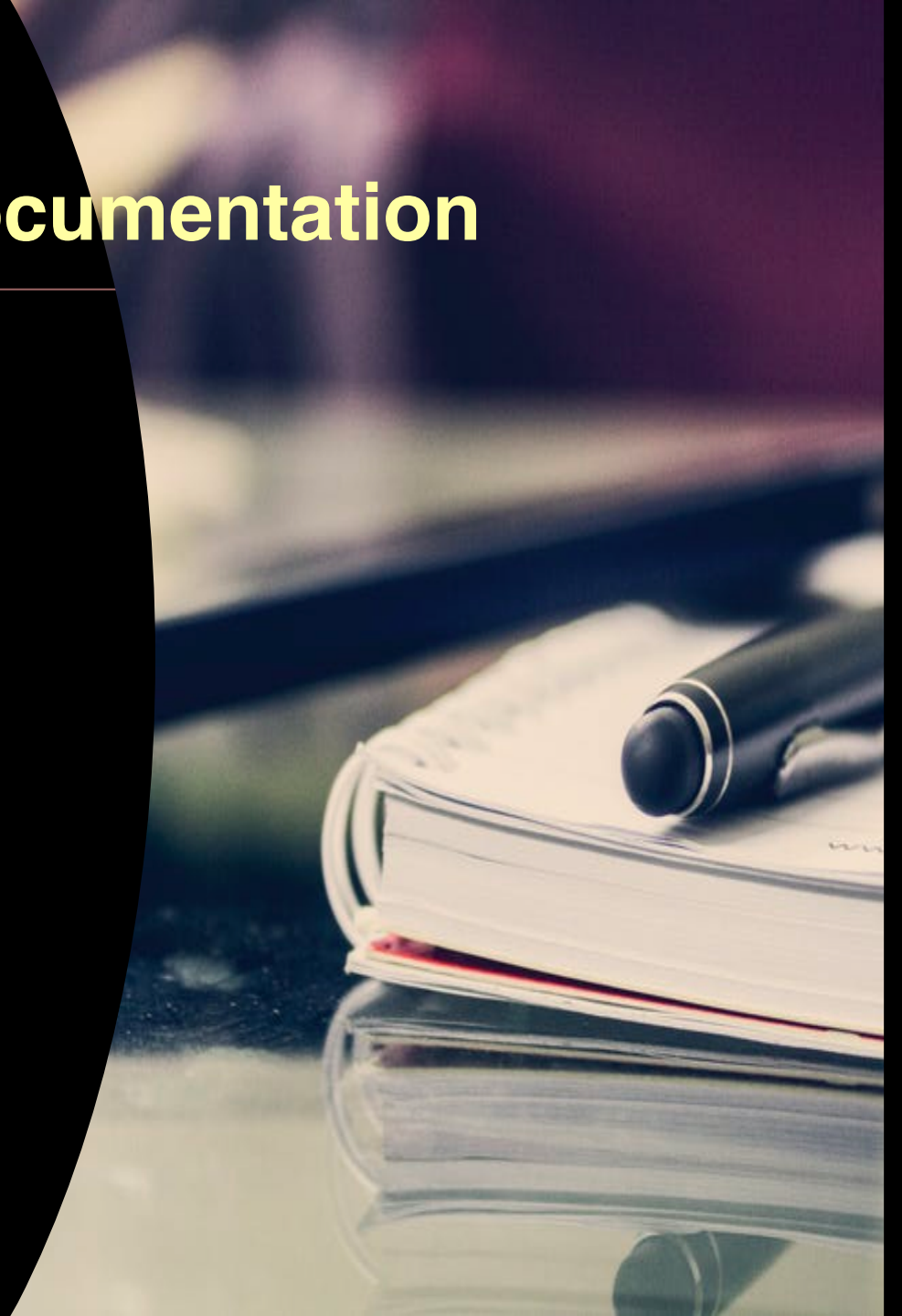
Remote Monitoring Patient Outcomes

Dashboard to measure pain, function, and engagement over time



Review the Telehealth Coach Documentation

- Focus of the session
- Self-identified goals
- Action plan
- Topics discussed
- Send brief note to referring health professional to encourage to track dashboard and conduct preventing medicine counseling and support self-care and action plan at visit.



PACT Clinic Set-up

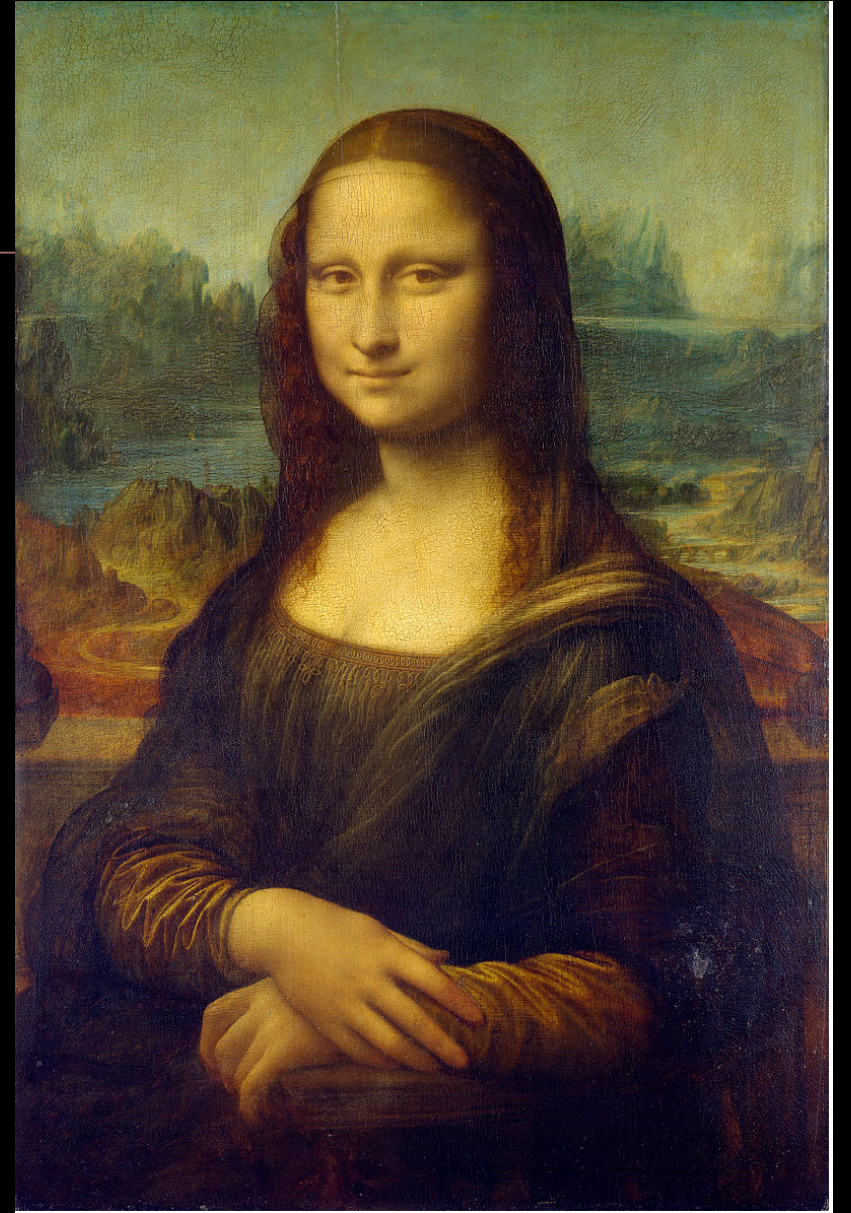


1. Sign up at www.pactforpain.com by sending an email to admin@pactforpain.com to set-up
2. PACT enroll providers, clinic staff, billing staff and telehealth coach trained in pain management
3. Participate in PACT Training Session to learn how to implement, team with telehealth coach, and bill for services to prevent chronic pain and addiction in your patients.

Madame Lisa is a 37 year old mother and wife from wealthy family just outside of Florence, Italy.

She was asked to sit still while a local artist, Mr. Da Vinci, painted her portrait to celebrate the birth of their second son, Andrea.

She developed pain after sitting still for hours at a time while the artist took his sweet time painting her portrait.



Mona Lisa presented with chronic pain symptoms...

- ✓ Headaches and jaw pain: daily constant often severe, 8 to 10/10
- ✓ Neck and back pain: daily constant often severe, 6-8/10
- ✓ Other symptoms include dizziness, nausea, and stomach pain



Case History: Mona Lisa

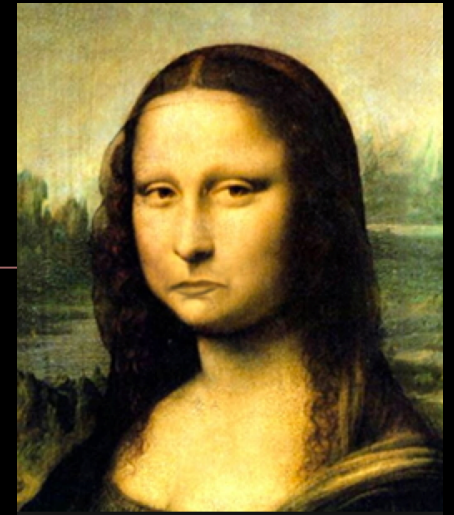
Restriction: She is sleeping poorly and drinks about 4 to 6 cups of coffee per day. She is not active during day.

Emotional Coping: Trying to keep a smile on her face but feels tense and irritable. She is becoming anxious and depressed.

Disability: Difficult to balance mother and home responsibilities. She feels demons have inhabited her. She blames her husband and his artist friend. She needs more help at home since pain came on.



Risk factors contributing to Mona Lisa's chronic pain



Realm

Risk Factors

Body

Loss of ROM; no exercise; daily poor posture

Mind

Unrealistic expectations, poor compliance with self-care, poor coping with life stressors

Emotions

Depression, anxiety, some anger

Lifestyle

Poor sleep, shoulder back tensing, clenching teeth

Social

Family stress; conflict with husband and artist

Spirit

Loss of hope and purpose. No motivation to improve

Environment

Risky treatments, safety issues with driving

Treatment Planning for Telehealth Transformative Care

Provider explains treatment plan, prescribes short-term muscle relaxants, and follows up monthly with in person visits.

Telehealth Coach supports self-care action plans including exercise, posture, reducing risk factors

PACT provides risk assessment and training to reduce risk factors and implement a protective action plan

Coach, Patients and Provider tracks progress with PACT



<http://physicalexerciseforum.blogspot.com>

Mona Lisa's Personalized Training Program

Realm

Goal

Mind

Review problem list, realistic expectations, importance of compliance

Body

Exercise for muscle and joint pain

Lifestyle

Habit reversal for poor sleep and dietary habits, muscle tensing, repetitive strain

Emotions

Reversing depression, anxiety, and anger

Social

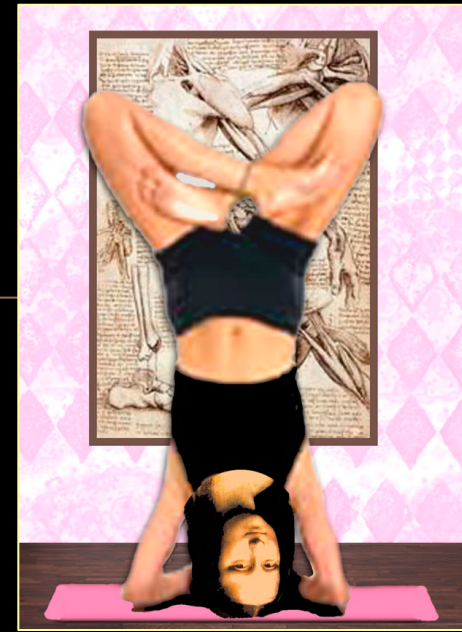
Releasing family and financial stress

Spirit

Implement mindfulness calming practice

Environment

Create home environment re safety and health



Transformative Care Reverses Pain Cycle

Lower stress,
positive emotions,
better coping

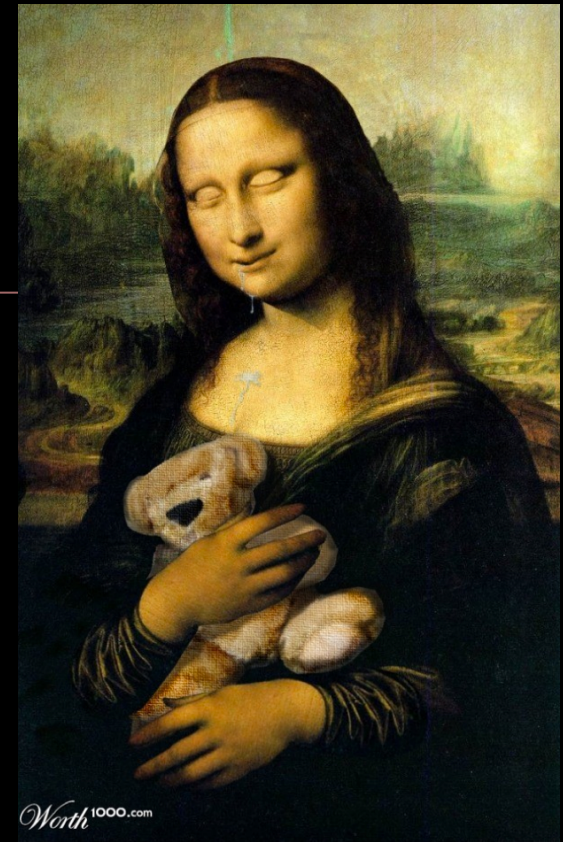


Improved sleep
energy, less
chemical use

Decrease muscle
habits & strain

After 6 months Mona Lisa is happy and calm again

Pain is under control. She practices calming, mindful pauses, healthy habits, and exercise. Her mood, sleep, relationships, and health are better



Conclusions

- **Transformative care** is both feasible and effective in improving patient engagement and outcomes
- **Telehealth self-care training** can be smoothly integrated into clinical care without increasing provider burden
- **PACT** is an accessible scalable and transferable platform to support transformative care and self-management of pain conditions.
- **An additional revenue stream** for health professionals to offer services to prevent chronic pain and addiction.

Transformative Care



Treatment
Training
Team
Telehealth
Technology

Transforming Lives...
One at a time

“Divine is the task to relieve pain.”

-Hippocrates

Thank you

References

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