ARE YOU HEARING WHAT I AM SAYING?

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DISCLOSURE

- I have nothing to disclose related to this educational session
LEARNING OBJECTIVE

- Identify mechanisms for collaboration between healthcare providers to optimize care and minimize patient risk
- Review patient education techniques for pain management and opioid risk
- Discuss strategies for having difficult conversations with patients
WE NEED TO TREAT PAIN LIKE OTHER DISEASES? WHY....

- A disease requires a different approach than a symptom
  - Planning
  - Monitoring
  - Education
  - Coordination of Care
STEPS –
A CHECKLIST FOR THE CONVERSATION

- Set up the conversation
- Address understandings and preferences
- Share prognosis
- Explore key areas/topics
- Close the conversation
- Document and Communicate with other providers
WHY A CHECKLIST?

• Let me tell you a story...

https://www.youtube.com/watch?v=55Nc8nccPao
STEPS –
A CHECKLIST FOR THE CONVERSATION

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- Explore key areas/topics
- Close the conversation
- Document and Communicate with other providers
SET UP A CONVERSATION

- Ask Permission to: provide care, conduct the conversation, discuss with caregivers
- Prepare for the rest of the conversation and the care you will provide
- Introduce the purpose of your conversation
ASSESS UNDERSTANDING AND PREFERENCES

• Assess understanding – important no matter if the diagnosis is new or long standing
  • Complicated by information available in the media and internet
  • “What is your understanding of your illness?”
  • “What have other providers told you about treatment for your illness?”

• Preferences –
  • Do they prefer to have family involved?
  • What is their preference for decision making?
SHARE PROGNOSIS

- “I want to share my understanding with you about your illness.”
- Time to allow for our patients to comment – this requires us to listen
- Periods of quiet
EXPLORE KEY TOPICS

- Patient Goals – REALISTIC!
- Fears and Worries
- Sources of support
- Critical Issues –
- Family Involvement
- Risks
The Opioid Risk Tool (ORT)

It helps to determine how likely a patient is to become addicted to opioids

- Opioids are prescription medicine for pain relief
- Its effects make them highly addictive

The ORT has proven to be highly accurate on both men and women

- Despite this, studies disagree whether or not it is related to chronic pain or not
- The test is personal
- The intended setting is primary care

You Score Points Based on Different Items

- 0-3: Low Risk
- 4-7: Moderate Risk
- 8+: HIGH RISK
Personal factors that can make you susceptible to addiction

- Family history
- Young Age
- External Influences
- Emotional Issues
- Body Chemistry

The risks increments for chronic pain patients who show a high level of tolerance to the drugs.
# Opioid Risk Tool (ORT)

Mark each box that applies

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
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<tbody>
<tr>
<td>1. Family Hx of substance abuse</td>
<td></td>
<td></td>
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<tr>
<td>Alcohol</td>
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<td>3</td>
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<tr>
<td>Illegal drugs</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Prescription drugs</td>
<td>4</td>
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<tr>
<td>2. Personal Hx of substance abuse</td>
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<tr>
<td>Alcohol</td>
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<tr>
<td>Prescription drugs</td>
<td>5</td>
<td>5</td>
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<tr>
<td>3. Age between 16 &amp; 45 yrs</td>
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<tr>
<td>4. Hx of preadolescent sexual abuse</td>
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<td>0</td>
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<td>5. Psychologic disease</td>
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<td>ADD, OCD, bipolar, schizophrenia</td>
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<tr>
<td>Depression</td>
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</tbody>
</table>

Scoring Totals:

### Administer
- On initial visit
- Prior to opioid therapy

### Scoring (risk)
- 0-3: low
- 4-7: moderate
- ≥8: high
CLOSE THE CONVERSATION

- Summarize
- Make recommendations to the Patient
  - Be concise
  - Give them a written record
- Check in with the patient – Did they hear and Understand?
- Are they in agreement?
• How does a checklist help?
  • Customize it to your practice?
    • Who are the common types of patients in your practice?
    • Common barriers to care or concerns with care?
• Involve those in your Practice
• Remember to use pause points!
• Include the documentation in your EHR
COMMUNICATE/COLLABORATE

- Silos are not helpful
- Where are the resources in your community?
- Does this patient need more than my practice have to offer?
WHAT IS NEXT

- What should be on your practice checklist?
- What should be in every patient discussion?
- What are your pause points?
Are you hearing what I am saying?

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