

Celebrating Anniversaries of UW TelePain and Pain & Opioid Hotline



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Medical Commission

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UW TelePain and Pain & Opioid Hotline

Happy 10th anniversary of UW TelePain! And soon celebrating the 5th anniversary of UW Pain & Opioid Hotline. Both University of Washington School of Medicine provider-to-provider telehealth programs are designed to support primary care pain management in Washington State.

In 2007 the WA State Agency Medical Directors Group (AMDG) published its first-in-the-nation educational guidance for best-practice opioid prescribing for chronic non-cancer pain. These guidelines highlighted key deficiencies in primary care provider knowledge and competencies regarding opioid prescribing for chronic non-cancer pain as well as a significant shortage of qualified pain specialists. It became clear that a telecommunication technology was needed to facilitate long-distance health-related education in order to provide primary care providers with expert practice management and treatment solutions to reduce over-reliance on the opioid-based management of chronic pain. In anticipation of WA State legislature's opioid prescribing rulemaking ([ESHB 2876](#)), UW TelePain began full operations in March 2010.

[UW TelePain](#) is a free, CME-accredited, weekly series engaging trainees and community-based primary care providers in urban, suburban, rural and underserved areas with "just-in-time" case-based provider-to-provider multidisciplinary educational consultation. The TelePain consulting panel of specialists share overlapping and unique expertise in pain medicine, family medicine, internal medicine, anesthesiology, rehabilitation medicine, psychiatry, psychology, integrative medicine, and buprenorphine management of pain and opioid use disorders. TelePain attendees contribute their unique experiences and expertise to create a robust and dynamic discussion; as a knowledge network, we learn from each other.

Originally piloted at UW in 2006, UW TelePain was expanded through NIH funding to include rural hospitals and clinics in 2009. It is now funded by the Washington State Health Care Authority supporting a clinician network of community providers serving rural, tribal, suburban, urban, and safety net populations across the region. Since March 2010, technology-enabled, weekly, educational presentations have delivered nearly 25,000 hours of problem-based CME-accredited instruction to over 16,000 attendees extending across 450 unique locations.

UW TelePain "e-Health" Weekly Series



**Case-based
just-in-time
consultation**



**Multidisciplinary
specialists**



**State-wide
community practice
sites**



**Suboxone training
and support**



**Supports Rx
guidelines and rules**



**Continuing Education
(medical, nursing,
pharmacy &
community clinicians)**



**Core pain and opioid
management
competencies**



**48 didactic
presentations
annually**

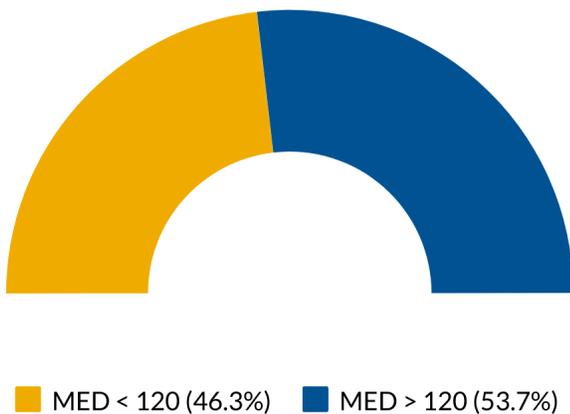
UW TelePain and Pain & Opioid Hotline

[UW Pain and Opioid Hotline](#), a free phonenumber consultation service for all healthcare providers in Washington State, was introduced in collaboration with the Health Care Authority in July 2017. This was a response to more than doubling opioid overdose deaths between 2010 and 2015 and pending additional opioid rulemaking by the state legislature ([EHSB 1427](#)). "Hotline" calls are answered during the day (excluding weekends and holidays) by a pharmacist with specialized training in pain and opioid management, with pain trained physician oversight available as needed. Urgent calls focus on education surrounding individualized opioid taper plans, recommendations for non-opioid alternatives, triage and risk screening, and clarification of pain management guidelines and/or regulatory requirements regarding opioid medications. Over 400 educational consults have already been provided to primary and specialty care community-based clinicians and pharmacists.

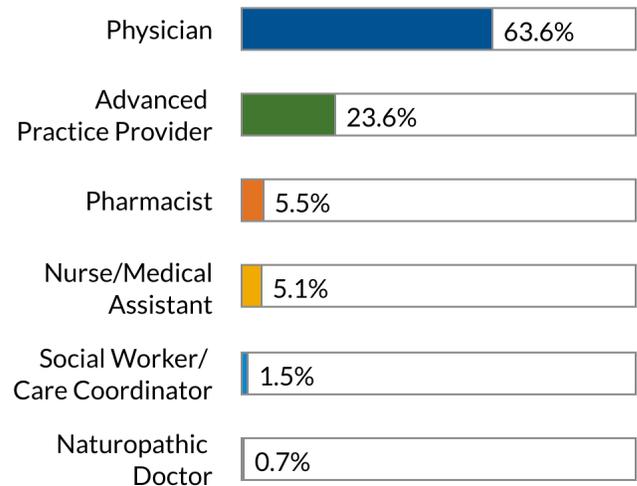
And some breaking news...UW TelePainTracker is a newly introduced web-based patient-reported outcomes tool now available at no cost to community-based providers who have attended UW TelePain. Developed in collaboration between UW Division of Pain Medicine and the UW Clinical Informatics Research Group, PainTracker has been deployed for nearly a decade at the UW Center for Pain Relief with well demonstrated clinical usefulness. Measurement-based care supports a multidimensional clinical diagnosis and directs treatment based on outcomes by providing patient-centered, patient-reported outcome data to support multimodal pain management. Patient reported outcomes assess the impact of treatment, enhances provider-patient communication, and facilitates engagement in case consultation via visual display of multidimensional pain outcomes over time. Contact our [UW TelePain team](#) for more information.

TelePain & Opioid Consult Hotline

Hotline Caller's Patients' Opioid Dose



Hotline Callers (types)



Both UW TelePain and UW Pain and Opioid Hotline programs meet [Washington Medical Commission](#) expert pain consultation requirements for high-risk patients or when prescribing high-dose opioid for chronic non-cancer pain (in accordance with WAC 246-853-670). Neither constitute establishment of a patient/provider relationship by the UW consultant. UW TelePain also provides easy access low-cost continuing medical education credits necessary for physicians, physician assistants, and advanced practice nurses in order to prescribe [opioids](#) for chronic pain (1 hour) or whenever prescribing [long-acting opioids](#) (at least four hours.)

Looking forward to seeing you at our next [UW TelePain session](#), held Wednesdays from noon-1:30 pm. You can schedule a TelePain consultation [online](#) or contact our [UW TelePain team](#).

Call 1-844-520-PAIN (7246) for same-day help managing your patient's opioid-related concerns.