

Summary

Objective

ACC's Pain Management Services have been designed for Clients who have experienced pain for at least three months from the date of their injury or who have a Complex Regional Pain Syndrome (CRPS) diagnosis.

The purpose of Pain Management Services is to improve Client outcomes and experience by reducing the impact of persistent pain following an injury. Pain Management Services are provided by an experienced Interdisciplinary Team working collaboratively to provide tailored support to Clients.

Owner Name withheld

Expert

Procedure


1.0 What is pain?

- a** The International Association for the Study of Pain (IASP) provides this definition: 'Pain is an unpleasant sensory and emotional experience associated with actual or potential tissue damage or described in terms of such damage.' Persistent pain is defined as recurrent or chronic pain that continues beyond the expected injury healing time.
- b** Each person's pain experience is individual to them and varies in terms of frequency, intensity, and impact. Because pain is experienced, the quality of pain can only be defined by the person suffering from it. Pain can be a persisting symptom that affects a client daily, often for years, after the original injury.
- c** Many individual factors can affect the severity of pain a person feels and how much it impacts on their ability to participate in everyday life. A successful outcome for a client with pain may be that the person is able to manage their pain and lead a fulfilling life.
- d** Despite experiencing pain, most people manage a range of activities and, with optimal management, will also manage participation in the workplace, place of education and their usual activities.

2.0 Key principles of the service

- a** The Pain Management Service has been designed to improve clients' outcomes and experience by reducing the impact of pain following an injury
- b** Key principles of the service:
 - Good communication between ACC, suppliers/providers, and the client is a cornerstone to working collaboratively towards the agreed goals
 - Right service, right time, first time. Early recognition, acknowledgement, accurate assessment, and timely intervention can reduce the risk of pain-related disability, and significantly enhance the client's quality of life.
 - Tailored Pain Management Programme plan for every client. The Pain Management Service is designed to offer a flexible interdisciplinary approach. Effective pain management services consider the whole person, not just their injury and is tailored to meet the individual needs of the client
 - An interdisciplinary and collaborative approach that considers the client's overall health and wellbeing and encourages the client to actively participate in their rehabilitation plan.
 - Services are "outcome based". It is vital that all treatment and rehabilitation efforts are targeted towards functional outcomes. Providers work alongside others involved in the clients rehabilitation to return clients to work or work readiness, education or independence

3.0 Who is this service for?

- a** The Pain Management Service is for clients who have:
 - Persistent pain that is preventing them from undertaking their usual activities, including work
 - Significant pain-related disability
 - Risk of developing pain-related disability following an injuryClients must also meet the entry criteria outlined on the Referrals and Entry Criteria Promapp page
 [Referrals and Entry Criteria](#)
- b** This service is not suitable for:
 - Clients who require single discipline input, such as psychological support services or physiotherapy input which can be delivered by other contracts/services
 - Clients who require medical investigations to ensure they are suitable and ready to participate in a self-management pain programme.
 - Clients who do not have a pain related disability or risk factors for developing a pain related disability, and whose needs would be met by a single discipline approach.
 - Clients who do not meet ACC's Eligibility set out in the AC Act 2001, Schedule 1, Clause 2

- c The Pain Management Service is a specialist service. If the client's pain can be managed within an existing programme (e.g. a Stay at Work programme), there is no need to refer the client to the Pain Management Service. However, if more intensive input from a specialist service is required and the client meets the referral criteria, the client may be referred to the Pain Management Service.

4.0 Types of Pain Management Services

- a Group Education
 - A specialised, standalone programme for clients who would benefit from education about pain and learning self-management strategies, and who may not require more intensive Community or Tertiary Services. Group Programmes can run prior to engaging in Community Services, or run concurrently with Community Services, provided an integrated approach is taken.
- b No prior approval is required for Group Programmes until 30 June 2023.
- c Community Services - consists of two stages:
 - Community Service Level One is for those with less complex needs or barriers to rehabilitation.
 - Community Service Level Two is for those clients with persistent pain concerns and complex barriers to pain rehabilitation.
- d Tertiary Services (Outpatient programme and/or Intensive programme)
 - Tailored, flexible, intensive interdisciplinary service for clients with long-standing persistent or clinically complex pain concerns.
- e Tertiary Support Services
 - Provides advice and clinical leadership for Community Services by acting as a liaison and support.

5.0 The Interdisciplinary Team

- a The Pain Management Service Interdisciplinary Team (IDT) works together to provide integrated, holistic support tailored to each Client's needs. It is essential the IDT collaborates and is guided by shared decision-making, where possible, as part of team meetings and/or discussions.

Members of the IDT must not deliver services in isolation or where there is limited discussion or collaboration between all members of the team, including interventional procedure providers.

- b Key worker - a member of the core team will be designated as the client's keyworker, who is the key point of the contact and is responsible for:
 - Keeping the client, ACC and their GP updated on the client's treatment and rehabilitation.
 - Making sure the IDT works together in a coordinated way.
 - Coordinating and documenting the advice and support received from the Tertiary Support Service.

6.0 Delivery of the service

- a The primary method of delivery of Pain Management Services Community Service Level One and Community Service Level Two is in-person. However, where access is an issue for the Client, a portion of the service may be offered via Telehealth, where clinically appropriate.



Pain Management Services Triage Assessments can also be completed via Telehealth where clinically appropriate and access is an issue for the Client.

7.0 Exclusions

- a The Pain Management Service should be the primary method of supporting individuals with, or at risk of developing persistent pain. Other services or contracts should not be used to supplement this service where the ability exists to deliver this input under the Pain Management Service.
- b The following services are not provided under the Pain Management Service:
 - Vocational Rehabilitation Services (VRS)
 - Training for Independence (TI)
 - Vocational Medical Services
 - Medical Case Review
 - Training for Independences Services
 - High-tech imaging
 - Clinical services
 - Gym based strengthening programmes.

8.0 Client Non-Attendance




- a Clients have responsibilities to participate and co-operate in their rehabilitation. Clients should notify ACC or the provider if they are unable to keep their appointment or where there are unexpected changes in their circumstances. Clients must give at least 24 hours' notice if they wish to reschedule an appointment.

- b** Providers are expected to make all reasonable efforts to remind the client of the appointment, such as sending:
 - an appointment card or a reminder letter
 - a phone call or text the day before.
- c** Where clients appear unwilling to participate in the pain management services, providers must:
 - Complete the ACC7986 Did Not Attend Report when a Client fails to attend an appointment.
 - notify ACC within three days of the non-attendance via the completed ACC7986 form.
- d** On-going non-attendance or lack of engagement in pain management services is a flag that providers are expected to discuss with ACC.
- e** When a client is unwilling to engage in the Pain Management Service or chooses not to continue, it's expected that provider will use the resources of the interdisciplinary team to encourage the client to participate in the service. If, after repeated attempts to work with the client and after consulting ACC, the client remains unwilling to engage in the Pain Management Services, a provider will send a completion report via the ACC6272 Pain Management Plan, review, update and completion report.
 -  ACC6272 Pain management plan, review, update and completion report
 -  ACC7986 Pain Management - Did Not Attend Report

9.0 Did Not Attend Fee

- a** Did Not Attend (DNA) fees cannot be made for Pain Management Services purchase on a package basis.
- b** Did Not Attend (DNA) fees are payable on ACC initiated Triage referrals if the Client fails to attend their scheduled appointment and does not give at least 24 hours notice.
- c** Maximum of two DNA fees payable per claim.

10.0 Further information relating to Pain management Services

- a** For further information regarding the Pain Management Service, you can review the Operational Guidelines and Service Schedule
 -  Pain Management Service - Quick Reference Guide
 -  Pain Management Services - Service Schedule
 -  Pain Management Services - Operational Guidelines

PROCESS Set Up Pain Management Triage Assessment

PROCESS Set Up Pain Management Service Support
