Optimizing the Use of Opioid and Non-Opioid Analgesics through EHR Strategies and a Pharmacy-Led Pain Management Task Force in the Community Hospital Setting

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Introduction

- Reducing unnecessary opioid prescribing and promoting the safe use of opioids is critical to curbing the country’s current opioid epidemic.
- This aligns with Chinese Hospital’s mission to deliver quality, culturally sensitive, and cost-effective healthcare, improving community health status and promoting preventative practices and wellness.
- We created a pharmacy-led, interdisciplinary Pain Management Task Force, consisting of hospital administrator(s), physicians from various specialties, pharmacists, and registered nurses, to develop and implement policies and procedures to promote best practices in pain management, control patients’ pain while ensuring patient safety with less utilization of opioids, and consequently reduce complications of care and healthcare costs.

Objectives

1. To adapt to and achieve the new and revised Joint Commission’s pain assessment and management standards for hospitals that became effective in January 2018.
2. To effectively provide patient-centered quality care and pain control with multi-modal, non-opioid analgesic approaches designed and led by the Pharmacy team.
3. To utilize technology to help reduce unnecessary opioid prescribing and usage in the hospital inpatient setting to minimize complications of care and the risks and adverse effects associated with opioid therapy, consequently reducing overall healthcare costs, and
4. To continuously perform quality and patient satisfaction assessment, assurance, and improvement for pain management.

Methods

- Phases of Program Implementation
  - **Phase 1**: Assess
    - Baseline Performance Assessment
    - Goals Setting
    - Development of a General Pain Order Set for CPOE
    - Promoting a Multi-modal Analgesic Approach
    - System-wide Education on IV Acetaminophen
    - Real-time Pharmacy Clinical Interventions
    - Pharmacy Pain Consults
  - **Phase 2**: Phase 1
    - Progress Checks Using Quarterly Optum (Crimson) Reports
    - Individual Provider Education
    - Patient Pain Assessments and Monitoring by Pharmacy
    - Overall Quality Assessment, Assurance, and Improvement
    - Analgesic Drug Usage and Complication of Care Incidence Analyses (Optum Reports)
    - Patients’ Perspectives from HCAPHS Survey
  - **Phase 3**: Phase 2
    - **Phase 4**: Phase 3
      - **Phase 4**: Assess
        - **Phase 1**: Assess
          - Baseline Performance Assessment
          - Goals Setting
          - Development of a General Pain Order Set for CPOE
          - Promoting a Multi-modal Analgesic Approach
          - System-wide Education on IV Acetaminophen
          - Real-time Pharmacy Clinical Interventions
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Standardized General Pain Order Set

**Opioid Prescribing Below National Benchmarks**

**Conclusions**

- The Hospital achieved an overall reduction in opioid prescribing from 33.83% in 2017 to 30.53% in 2018. Furthermore, usages of high-volume opioids were significantly below the national benchmark data. The reduction in opioid utilization was associated with decreases in complications of care and naloxone cases.
- Based on results from the HCAPHS survey, almost 80% of patients indicated that Hospital staff usually or always talked to them about their pain and their pain treatment.

**Future Directions**

- Continue monitoring of opioid and non-opioid usage and prescribing patterns.
- Continue pharmacy interventions as part of clinical pharmacy services.
- Provide provider education on individual levels.
- Achieve and maintain opioid usage ~30% as part of the Hospital’s Organizational Goals in 2019.
- Implement other pharmacy-led clinical programs.

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**Results**

- **Reduction in Overall Opioid Prescribing**
  - 2017 vs. 2018: % Opioid Inpatient Orders for Top 7 Opioids
  - Pain-related real-time pharmacy clinical interventions made up 10.2% of total interventions in 2018.

- **Increase in Non-Opioid Prescribing**
  - 2017 vs. 2018: % Non-Opioid Inpatient Orders for Top 7 Non-Opioids

- **Decrease in Complications of Care and Healthcare Costs**
  - % Complications of Care for Patients on Any Opioid

**High Patient Satisfaction**

2018 HCAPHS Survey

- 78.3% of patients stated that we usually or always communicated to them about pain:
  - Asked if they had any pain (72.1% of patients said yes)
  - Asked how often the staff talked to them about their pain (79.5% said usually or always)
  - Asked how often the staff talked to them about their past treatment (77.2% said usually or always)