Improving Opioid Prescribing: Sustainable Solutions for Vermont

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Introduction

The Practice Fast Track Opioid Prescription Management Toolkit for Chronic Pain is one of two toolkits created to support ambulatory care practices that want to improve the process of managing opioid prescriptions for their patients with chronic pain. The companion Facilitator’s Opioid Prescription Management Toolkit for Chronic Pain contains tools on work flow process analysis and redesign, information on clinical guidelines, and rationale for clinical tools. Both are available at www.vtad.org.

The Practice Fast Track is intended for practices that have:
• Assessed their need and willingness to change how opioid prescriptions are managed
• Decided to change practice processes in order to improve opioid prescribing
• Identified a leader for a front-line team to conduct planning and redesign of work flow

Although conducting complex change within a practice is easier with a facilitator, practices that are motivated and focused can adopt some or all of the tools in the toolkit without a facilitator if they can arrange the following support from the practice:
• A front-line team that includes at least one prescriber, a member of the clinical staff knowledgeable about patient care processes (such as a nurse), and a member of the front desk
• Dedicated time for the planning team to meet without interruption or distraction for approximately 10 hours over a two month time period
• Support for team recommendations across the practice, including clinical and administrative leaders and the practicing providers

This toolkit recommends a “Universal Precautions” approach that treats all non-palliative care, long-term pain management patients consistently by all providers in the practice. Providers should avoid differentiating among patients by age (the patient is old enough for me not to worry about misuse or diversion), employment (she has a good job), how well the provider knows the patient (we go way back), or other criteria. Although most patients present their pain-related needs accurately, those few that do not may have any of the above characteristics. Applying the selected strategies consistently across all opioid prescription patients using “Universal Precautions” improves their effectiveness.

Some of these strategies are most effective if utilized by the practice as a whole. Others may be implemented by an individual provider. Therefore, the strategies are organized in two groups:

**PRACTICE-WIDE STRATEGIES**

1. Consistent approach across practice
2. Team approach to Opioid Prescription Management
3. Regular visits for chronic pain management
4. Roster of patients with chronic pain
5. Flow sheet for visits
6. Pain management council
7. Update patient agreement

**PROVIDER-SPECIFIC STRATEGIES**

8. Initial risk assessment
9. Prescribing in multiples of 7 days
10. Pre-print prescriptions for future use
11. Bubble pack prescriptions
12. Ongoing risk assessment
13. Urine screens
14. Random urine screens
15. Random pill counts
16. Vermont Prescription Monitoring System
17. Check patient agreements during visits

This toolkit provides new strategies for managing opioid prescriptions for patients with chronic pain. These strategies may require changes in office work flow.
Step 1: Getting Started

You already have: A planning team that includes at least one prescriber, a member of the clinical staff knowledgeable about patient care processes (such as a nurse), and a front desk staff person.

Time scheduled for the planning team to meet periodically without interruption or distraction for approximately 10 hours over a two month time period.

Before you start reviewing the tools that follow this page, make sure you and your team: Explicitly state what you plan to do as a team. Write this down! Example: The practice will address opioid prescription management for non-palliative care patients who have been on long term, stable opioid therapy for three months and need monitoring and follow up.

State in writing what you will produce, who will get it, and by when. Example: The project team will create a plan for a common process for the practice providers and staff to manage care for patients on long term opioid therapy using the toolkit strategies it chooses for best fit with the practice. The team will present its recommendations for review at a provider/staff meeting in three months before proceeding with implementation.

Share these statements with leadership and get confirmation that you are on target.

Measure: Measure what you hope you will improve before you change anything. Pick one or more measures from the list below (select at least one) that are important to your practice and keep a log or list of these events and patients during a two week period that is "normal" for the practice (no holidays, vacations, absences due to medical leave, etc.). Keep a separate log for each kind of measurement you track. The project team needs this information to plan its work and to measure the success of the project later. Examples:

- Front desk or prescription line phone calls received about opioid refills
- Provider interruptions due to questions about an opioid prescription
- Pharmacy phone calls or faxes about an opioid prescription
- Proportion of target patients seen with “treatment agreements” on file

Add up the daily totals for each of the measures and plot the daily numbers on graph. Calculate the average daily count of each measure. Discuss and save for use at project completion.

Survey all practice members before you change anything. The sample pre-project survey in the appendix provides questions that will help your team prepare for and evaluate its work. The survey can be handed out in paper form or emailed using a survey software package of your choice. Examples: SurveyMonkey or REDCap. Please don’t ask people to write their names on their responses and please do let them know what you learned from the survey so that they will be interested in completing a similar survey at the end of the project. When you have received all surveys, calculate the average for each question. As a team, look at the average responses to questions 6-16, and the comments in 17-18, and discuss how to use this information to help make the project successful. Save the other response averages for later.

Share the information you have gathered with the whole practice.
Step 2: Design of Practice-Wide Strategies

1. As a project team, review the data from the logs or lists of events and responses from the surveys.

2. Decide if you want to analyze the practice’s workflow in detail (if so, see Facilitator’s Toolkit) to make it easy to plan how to use the strategies below.

3. Select specific strategies that can be used by the practice as a whole. Strategies for individual providers start on page 13.

Practice-wide strategies have some significant advantages:

- Fewer issues related to cross-covering providers and hand-offs related to patient care
- Patients perceive consistent care across the practice
- Providers do not have to explain reasons for differences in care; “this is the way we do it here”
- Providers and staff have simpler office systems; fewer exceptions result in easier management

However, these strategies also depend on changes to infrastructure or organizational policies and prescribing philosophy.

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<thead>
<tr>
<th>PROVIDER-SPECIFIC STRATEGIES</th>
<th>DESCRIPTION</th>
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<tbody>
<tr>
<td>1. Consistent approach across practice</td>
<td>Providers agree on a standard of opioid prescription management that all practice members support</td>
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<tr>
<td>2. Team approach to Opioid Prescription Management</td>
<td>All provider and staff roles in the practice take on responsibilities of opioid prescription management</td>
</tr>
<tr>
<td>3. Regular visits for chronic pain management</td>
<td>A unique patient visit type is created for the sole purpose of reviewing chronic pain issues, scheduled at regular intervals</td>
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<tr>
<td>4. Roster of patients with chronic pain</td>
<td>Patients using opioids or other controlled substances for chronic pain are entered on a registry or uniquely flagged for easy identification</td>
</tr>
<tr>
<td>5. Flow sheet for visits</td>
<td>Documentation of visits related to chronic pain is consistently charted on a flow sheet or other template that prompts providers for specific kinds of data collection</td>
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<tr>
<td>6. Pain management council</td>
<td>Providers meet to conduct a chart review of long term chronic pain opioid patients at regular meetings or on an as-needed basis</td>
</tr>
<tr>
<td>7. Update patient agreement</td>
<td>Patient agreement (contract) is updated to include the expected standard of care of the practice (e.g. the procedure for obtaining a refill prescription) and expected behavior of the patient (e.g. staying with only one prescriber and only one pharmacy)</td>
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**STRATEGY 1**

**Consistent Approach across Practice**

Providers agree on a standard process of opioid prescription management that all practice members can support through a common office practice philosophy and process. This strategy is based on a widely accepted understanding that the risks of opioid therapy are high and the likelihood of harm is great. A protocol consistently applied to all long term, non-palliative care patients with chronic pain in the practice will be easier to apply, manage, monitor, and maintain than protocols that vary by provider and patient. Whatever the practice agrees to (including strategies from this toolkit, their use in face-to-face visits, documentation of patient care, and monitoring of outcomes of care practices) is likely to result in:

- Smooth transitions when providers cross-cover for each other
- Less “doctor shopping” or “splitting” across the practice by patients
- Decisions made with the patient that are based on a standard of care, not on what the patient or provider assume is true about each other

This strategy has the benefit of helping the provider and patient maintain a relationship centered on trust rather than judgment. Being able to say “This is how we do it for everyone” reduces the need to defend whether the provider believes or has sufficient compassion for the patient.

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**ACTION STEPS**

**Review and confirm the practice’s prescribing philosophy and the underlying expectations**

Key points that are usually helpful to review:

- Are all providers willing to use opioids to care for patients with chronic, non-palliative care pain?
- Under what circumstances are unscheduled refills permitted, for example “at visits only” or “only enough until the next available appointment on the schedule?”
- What is the patient expected to do when calling for a refill, for example, “must call two business days before refill is needed?”
- How will providers respond to evidence that patients are using other substances, such as alcohol or marijuana?
- How will providers respond to aberrant behavior by the patient? For example, does the practice take a “zero tolerance” perspective or does it allow aberrant behavior under some circumstances?
- What is a covering provider expected to do in response to a refill request? For example, prescribe a sufficient dose until the next available appointment with the patient’s primary provider?
- How will the care related to opioid management be documented?
- What about anonymous phone calls about the patient or information from the Department of Corrections for parolees?
- What alternatives to opioid therapy will be offered to patients, such as mental health/behavioral health, physical therapy, complementary health services (acupuncture, chiropractic services)?
- Will these decisions be applied to ALL patients with chronic, non-palliative care pain (that is, will the providers agree to use a “Universal Precautions” approach)?

**Develop a written document that captures the key elements of the prescribing philosophy**

**Measure success**

- Adherence to philosophy
- Provider and staff satisfaction
STRATEGY 2
Team Approach to Opioid Prescription Management

All provider and staff roles in the practice can have an impact on patient education and reinforcement of practice protocols and policies regarding opioid prescription management. Because empathy and understanding are important skills to maintain in support of all patients, all providers and staff benefit from shared education on the practice’s policies and protocols regarding opioid prescription management. A “team approach” to implementing and maintaining these policies and protocols increases the likelihood of a sustained, consistent approach in the care of patients with chronic pain.

ACTION STEPS
Review existing protocols and procedures and update, related to opioid prescription management and update, as needed. These may include strategies selected from the toolkit, listed below. Identify the other strategies in this toolkit that the practice will implement and develop appropriate protocols. (See “Protocol for Team Approach to Opioid Prescription Management” in the appendix.)

Communicate and educate providers and staff on the tasks involved in carrying out the protocols and procedures.

Monitor how well providers and staff are able to complete the tasks as planned: get feedback from providers and staff.

Measure success
• Feedback on adherence to protocols and procedures across practice
• Phone calls related to policy decisions (e.g. phone calls for refills)
• Staff and provider satisfaction (develop a survey or add new questions to the post-project survey in the appendix)

STRATEGY 3
Regular Visits for Chronic Pain Management

Regular, scheduled patient visits specifically for “chronic pain management” ensure that assessment, treatment, and monitoring of patients undergoing opioid treatment are planned for and addressed, rather than incidental to other medical needs that arise. With the focus of the visit on pain management, provider and patient can be assured of having the time needed for a conversation about the current effectiveness of treatment and the need for any changes. A benefit of this strategy can be fewer unexpected calls or provider interruptions because there will always be a “next scheduled visit” for this purpose. The frequency of visits may range from monthly to semi-annually, with adjustments made for individual patients at the discretion of the provider.

ACTION STEPS
Create a unique type of visit for “Chronic Pain Management” within the scheduling or appointment management system.

Establish a practice expectation for how frequently Chronic Pain Management visits should occur.

Establish an expectation with patients that the end of the Chronic Pain Management visit includes creating an appointment for the next one.

Initiate the first set of Chronic Pain Management visits with patients, introducing the plan through a letter from the practice or through a discussion with their primary providers.

Measure success
For patients receiving opioid therapy, review their visit patterns.

Monitor patient phone calls for unexpected requests:
• Adjustments in medications
• Early refills
STRATEGY 4
Roster of Patients with Chronic Pain

Patients using opioids or other controlled substances for chronic pain are placed on a registry or uniquely flagged for easy identification. The registry can be used as a prompt for identifying patients whose care is governed by practice protocols and other strategies used for opioid prescription management. This registry may be useful in confirming adherence with regulations that require that patients be looked up in the Vermont Prescription Monitoring System (VPMS) at least annually.1

ACTION STEPS

Create or update a roster of patients using opioids for long term pain management
- The roster may be developed by providers as they see patients over several months or through an electronic reporting system (e.g. patients with a billing code of 304.91 unspecified drug dependence, ICD-9-CM)
- Consider using tools associated with the practice's Electronic Medical Record system, if available (for example, an agreed upon diagnosis such as Chronic Pain Syndrome ICD-9-CM-338 flagged by a special status field)

Print out the roster of patients organized by the practice as a whole and by prescriber. Do this early in the project in order to:
- Review for patients who are missing and should be on the roster
- Review for patients who are present who should be removed
- Consider whether cross-covering providers should be included in the team's work or asked for input as the team progresses

Use the roster to track patients who need follow up due to:
- The practice's protocols with respect to chronic pain management (e.g. as a way to identify patients who should have a discussion about their treatment)
- Strategies implemented from this toolkit, such as regular Chronic Pain Management visits (see Strategy 3), to identify for random urine screens (see Strategy 14), etc.
- Contact for care management
- Chart review for chronic pain protocol

Measure success
- Cross reference the roster with patient visit history
- Cross reference the roster with medications prescribed

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1. VPMS is the prescription data monitoring program (PDMP) of Vermont. This document refers to VPMS but providers in other states may apply this strategy to their own state’s PDMP.
STRATEGY 5
Flow Sheet for Visits related to Chronic Pain

Documentation of visits related to chronic pain is consistently charted on a flow sheet or other template that prompts providers to gather specific kinds of data. The documentation process should be integrated into the practice's medical record system.

A standard flow sheet or template should include specific data elements that providers want to include in their decision making process with patients. It should follow the standard flow of questions asked during the medical exam. Example fields include:
- Current medications
- Treatment goal
- Vermont Prescription Monitoring System (VPMS)\(^2\) result and date
- Urine drug screen result and date
- Pill count result and date
- Risk assessment score and date
- Pain score and date
- Functional status score and date
- Bowel habit and date
- Cognitive function and date
- Patient agreement present and date
- Red flag (e.g. alcohol use, illicit substance use, prescription mishandling, cancelled appointment)
- Drug and alcohol counseling completed: result and date
- Quantity dispensed
- Visit required for next prescription

ACTION STEPS

**Design flowsheet or template** based on the philosophy, protocols, and selected strategies chosen from this toolkit (see “Example Electronic Flow Sheet” in appendix)

**Plan data entry roles**, for example, who enters lab data or updates the VPMS fields

**Trial usability of flowsheet**, including arrangement of fields for data entry, drop down choices for responses, and appearance when reviewing at a later visit

**Measure success**
- Review charts for adherence to documentation standard
- Collect feedback from providers, in their roles as primary provider and covering provider

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STRATEGY 6
Pain Management Council

The Council gives practice providers meeting time to review specific patient treatment history and plans. It may be used to share a common approach across the practice, when a new provider joins the practice, or when a past provider leaves the practice and turns over care for current pain management patients to other providers. This strategy shares responsibility for opioid prescribing across the practice and provides an alternate opinion regarding the suitability of a patient for chronic opioid therapy. Some practices use this approach only when responding to red flag incidents and decisions about stopping therapy.

Providers meet to conduct a chart review of long term chronic pain opioid patients at regular meetings or on an as needed basis. Decisions about changes in pain medications or to discontinue medications take place separately from the patient visit. The primary provider collects information from the patient in order to represent the patient’s condition accurately and express the need for pain control. The providers who agree to meet as the “Pain Management Council” provide an objective perspective on the best practice of care for an individual patient. The primary provider meets with the patient again to review the recommendation of the Council and to help the patient plan follow up actions.

**ACTION STEPS**

**Plan regular meeting times for group discussion** to support decisions around changes in treatment for complex patients

**Providers take turns bringing selected patients’ case history to the Pain Management Council for case review**

**Measure success**
Provider satisfaction

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2. VPMS is the prescription data monitoring program (PDMP) of Vermont. This document refers to VPMS but providers in other states may apply this strategy to their own state’s PDMP.
STRATEGY 7
Update Patient Agreement

The patient informed consent and treatment agreement (contract) is created or updated to include the expected standard of care of the practice (for example, the procedure for obtaining a refill prescription) and the expected behavior of the patient (for example, receiving pain medications from only one prescriber and only one pharmacy). Example agreements from several healthcare organizations are included in the appendix.

Patient agreements are now required by law for patients who are receiving chronic opioid therapy from Vermont prescribers.

ACTION STEPS

Determine the key policy expectations of the practice for its patients who use opioid therapy for chronic pain management.

Create or update the patient agreement template for use with all patients with chronic pain. Note that:
- Practices that are part of a larger health care system may need to obtain further review from other organizational members before finalizing the patient agreement.
- Expectations related to this topic are subject to change. Future updates to the patient agreement should be anticipated and considered annually.
- Note that some patients may have low levels of literacy. Keep the language simple, avoid jargon and acronyms, use large font, and make the layout uncrowded (lots of “white space”).

Plan how to replace the old agreement with a new one, to be reviewed and signed by the patient. Consider documenting the date of agreement review in the medical record (such as on a flowsheet) for easy identification of patients who have not received updated agreements.

Plan how to provide a copy for the patient and how to retain a signed copy for the patient’s medical record.

Consider whether to share completed agreements with other local health care agencies, e.g. Emergency Departments.

Measure success
- Presence of an updated patient agreement template for practice use
- Chart review identification of completed agreements in patient charts

3. The Vermont Board of Medical Practice calls for patient agreement to document a shared decision based on risks, benefits, and the patient’s responsibilities. A template for a patient agreement is provided by the Medical Practice Board in their Policy for the Use of Controlled Substances for the Treatment of Pain. See the appendix or visit: http://healthvermont.gov/hc/med_board/documents/OpioidPainPolicyApril2014withAppendix_001.pdf
Changes in the management of opioid prescriptions are sometimes more successful, and more rapid, if trialed by an individual provider. The following strategies all occur during the patient’s encounter with the provider and are therefore applied at the discretion of the provider. While these strategies will have a greater impact on the practice if acted on by all prescribing providers, they will also be helpful if used by a single, individual provider.

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<td>Prior to starting a course of opioid treatment for a patient, conduct an assessment to estimate the risk of misuse or abuse</td>
</tr>
<tr>
<td>9. Prescribing in multiples of 7 days</td>
<td>Prescribe medication dosages for periods that are multiples of 7 days (28 days, 56 days, 84 days…)</td>
</tr>
<tr>
<td>10. Pre-print prescriptions for future use</td>
<td>For a patient on a stable course of treatment with predictable refill intervals, pre-print multiple prescriptions for up to three months</td>
</tr>
<tr>
<td>11. Bubble pack prescriptions</td>
<td>Prescribe medications with dispensing instruction limited to secure packaging: bubble packs, bingo cards, tear off strips, etc.</td>
</tr>
<tr>
<td>12. Ongoing risk assessment</td>
<td>At regular intervals and at least annually, conduct an assessment to evaluate the success of opioid treatment</td>
</tr>
<tr>
<td>13. Urine screens</td>
<td>Periodically and at least annually, collect a urine sample from all opioid therapy patients to test for the presence/absence of controlled substances</td>
</tr>
<tr>
<td>14. Random urine screens</td>
<td>Randomly collect a urine sample from all opioid therapy patients at non-predictable intervals</td>
</tr>
<tr>
<td>15. Random pill counts</td>
<td>Randomly review pill containers or bubble packs to confirm the number of doses remaining in the prescription period</td>
</tr>
<tr>
<td>16. Vermont Prescription Monitoring System (VPMS) regular reporting⁴</td>
<td>At regular intervals and at least annually, review the VPMS record for patient prescriptions</td>
</tr>
<tr>
<td>17. Check patient agreements regularly during visits</td>
<td>At regular intervals and at least annually, review the patient agreement with the patient and confirm patient/provider compliance with the treatment plan</td>
</tr>
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⁴ VPMS is the prescription data monitoring program (PDMP) of Vermont. This document refers to VPMS but providers in other states may apply this strategy to their own state’s PDMP.
STRATEGY 8
Initial Risk Assessment

Prior to starting a course of opioid treatment for a patient, conduct an assessment to estimate the risk of misuse or abuse of controlled substances. These tools are brief and intended to be conducted by the provider during the medical exam. These risk factors for abuse include personal or family history of substance abuse, history of preadolescent sexual abuse, mental disease/pathology, social patterns of drug use, psychological stress, behavior associated with abuse or misuse, and uncontrolled or inadequately treated pain (the primary risk factor for misuse).

It is possible to reduce the risk of misuse and abuse by screening patient for risk of misuse, abuse, and addiction and stratifying treatment for risk of misuse, abuse, and addiction. Tools currently available for initial assessment and found in the appendix:
- ORT: Opioid Risk Tool (5 questions to be completed by provider, with patient)
- SOAPP-14: Screener and Opioid Assessment for Patients with Pain (14 questions, by patient)
- SOAPP-5: Screener and Opioid Assessment for Patients with Pain (5 questions, by patient)
- SOAPP-R: Screener and Opioid Assessment for Patients with Pain (revised assessment with 24 questions that can be completed by patient)
- Chronic Pain Assessment Algorithm and DIRE Score from the Institute for Clinical Systems Improvement (7 risk factors assessed by the provider)

Related tools that are available on the Internet or through professional organizations:
- Patient Self-Report Tool
- Mental Health Screening Tool
- Substance Abuse Risk Factors

ACTION STEPS
Review available assessment tools and select one for trial

Decide how the assessment will be conducted:
- When will the patient receive the tool (in the waiting room or in the exam room)?
- Who will provide the tool (clinical staff or provider)?
- Who will assist the patient with the tool (clinical staff or provider)?
- Who will score the results for use during the clinical exam?
- Who will document the results in the chart?
- Where will the results be documented in the chart?

One provider trials the assessment with a sample of patients (approximately 8)

 Decide if the trial will continue into implementation or if an alternate tool should be used
- If continued, consider whether to put the assessment into the electronic record

Measure success
Chart audit for an assessment prior to prescription of a new opioid treatment

5. The Vermont Board of Medical Practice calls for an appropriately detailed patient evaluation prior to the decision to prescribe opioids and an evaluation for depression and other mental health disorders.
STRATEGY 9
Prescribing in Multiples of 7 days

Prescribe medication dosages for periods that are multiples of 7 days (28 days, 56 days, 84 days...). This strategy only applies to medications not packaged by the manufacturer in fixed amounts. Prescriptions for 28 days instead of 30 days will not be due on weekends and are likely to be due on days when the prescribing provider is routinely in the office.

- Note: when possible, medications should be planned to start on Tuesdays, Wednesdays, Thursdays, or Fridays so that an early “refill medication” message is received on a day that the practice is open.
- Patients may take up to 3 days to fill a prescription and may therefore call again later than expected. Adjust the quantity of doses given so that the next prescription is likely to run out on the day of the week that the primary provider is usually available to follow up on refill requests.

ACTION STEPS
Post monthly calendars in locations where providers write prescriptions (for example, in exam rooms) to make prescription counts easy to calculate.

Providers write opioid prescriptions in 7 day multiples, using a single system to produce scripts (e.g. electronic OR handwritten, but not both)
- 30 days -> 28 days
- 60 days -> 56 days
- 90 days -> 84 days

Measure success
- Monitor prescription date cycles
- Survey provider and staff satisfaction

STRATEGY 10
Pre-print Prescriptions for Future Use

For a patient on a stable course of treatment with predictable refill intervals, pre-print multiple prescriptions for up to three months (preferably, in periods of 28 days, up to 84 days as explained in Strategy 9). Prescriptions can be given a “do not fill before” date that matches the treatment plan for the patient. Prescriptions for future periods can be:
- Held at the front desk for future pick up
- Given to the patient for self-management, with clear explanations that they will not be replaced if accidentally destroyed, lost, stolen, or misplaced (note: pharmacies will NOT fill these before the “fill date” determined by the provider)
- Given to the patient to give to the pharmacy for future dispensing

Mailing scripts through the postal service is NOT recommended, either to patients or to pharmacies.

ACTION STEPS
Determine whether the front desk will hold the prescriptions to be filled in the future or if they will be given to the patient
- If given to the patient, determine whether the provider hands the scripts directly to the patient or takes to the front desk, thereby requiring the patients to “check out” for completion of any additional steps (such as scheduling the next visit).
- If given to the patient to leave at the pharmacy, identify available pharmacies willing to hold unfilled prescriptions for opioids. Some retail pharmacies will NOT accept this responsibility.
- If held by the front desk, create log in/sign out protocol for office staff.

Consider whether “prior authorization” will be needed for some scripts some of the time. If so, consider keeping the information about the next renewal date for these authorizations where staff can initiate the renewal process in advance.

Measure success
- Log of prescription pick up
- Patient phone volume for prescription requests
**STRATEGY 11**

Bubble Pack Prescriptions

Prescribe medications with dispensing instructions that require secure packaging: bubble packs, bingo cards, tear off strips, etc. These forms of packaging are uniquely stamped, connecting each dispensed package to a specific patient. As a result, medication checks can confirm that the patient has the appropriate package and the appropriate amount of medications, forestalling any inclination of patients to borrow (or rent) pills to meet the expectations of the provider.

**ACTION STEPS**

- Identify available pharmacies, by geographic location, that are able to dispense medications in these forms. Find out if this form of packaging will be costly to the patient or covered by insurance plans.
- Determine if the provider will require patients to change pharmacies in order to use this strategy.
- Place lists of cooperating pharmacies in exam rooms or imbedded in documentation system for easy access by prescribers.
- Measure success
  - List of available pharmacies
  - Prescription records in patient charts

**STRATEGY 12**

Ongoing Risk Assessment

At regular intervals and at least annually, conduct an assessment to evaluate the success of opioid treatment. Regular assessment allows the provider to monitor patients consistently for changes in potential risk factors, encourage patients in self-management, and counsel patients on safe use.

Monitoring typically includes the 5As: analgesia, activity, adverse effects, aberrant behavior, and affect. Tools currently available for ongoing assessment and found in the appendix:

- **COMM**: Current Opioid Misuse Measure (17 questions to be completed by patient)
- **PADT**: Pain Assessment & Documentation Tool (over 24 questions to be completed by the provider with the patient)
- **Cares Alliance Brief Pain Inventory** (21 questions to be completed by patient)
- **PEG**: Pain, Enjoyment, and General Activity (3 questions asked by the clinician)

Related tools that are available on the Internet or through professional organizations:

- Patient Pain Management Journal
- Endocrine Monitoring
- Depression Screening

**ACTION STEPS**

Review available ongoing assessment tools and select one for trial

Decide how the assessment will be conducted:

- When will the patient receive the tool (in the waiting room or in the exam room)?
- Who will provide the tool (clinical staff or provider)?
- Who will assist the patient with the tool (clinical staff or provider)?
- Who will document the results in the chart?
- Where will the results be documented in the chart?

One provider trials the assessment with a sample of patients (approximately 8)

Decide if the trial will continue into implementation or if an alternate tool should be used

- If continued, consider whether the assessment should be built into the practice’s electronic health record

Measure success

- Chart audit to identify the presence of the assessment prior to prescribing a new opioid treatment
- Chart audit to verify follow up of results in treatment plan
### STRATEGY 13
Urine Screens

Periodically, and at least annually, collect a urine sample from all opioid therapy patients to test for the presence/absence of controlled substances. Note that there is no high-quality evidence that urine testing is an effective monitoring activity. However, urine screening is included in many national and state guidelines and is an expectation of good practice, even for low risk patients.

**ACTION STEPS**

**Determine what form of urine screening to adopt:**
- Routine testing: regular screening of all patients at predictable intervals (for example, annually)
- Random testing: screening that occurs at unpredictable intervals (see Strategy 14)

**Issues to be prepared for:**
- Interpretation of results will be affected by the specific detection windows for substances being screened for.
- Some practices report benefits of witnessed samples, in which the collection process is observed by clinical staff. However, some patients and staff may resist witnessed samples due to cultural boundaries or gender barriers.
- Urine samples sometimes produce a result that the patient contests. Have a clear, easy to follow protocol for the chain of custody of samples while they are in the practice.
- Develop a protocol for following up on positive results claimed to be false by the patient.
- Cost to the patient or the practice or overall health care system

**Plan the logistics of collecting urine samples in the practice**
- Physical space
- Make a part of rooming process
- Consider internal vs. external testing

**Measure success**
- Chart audits to confirm the presence of lab results
- Chart audits to confirm follow up in treatment plan for positive results

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### STRATEGY 14
Random Urine Screens

Randomly collect a urine sample from all opioid therapy patients at non-predictable intervals. There is a great deal of anecdotal evidence that most patients who comply with urine screening are not misusing or abusing their medications. However, those who do misuse often have strategies to conceal this fact from their providers. Random screening helps providers identify patients who are not completely honest about their medication usage.

**ACTION STEPS**

**Determine type of random urine screening to adopt:**
- Random testing at scheduled visits: During visits that have been scheduled for pain management or other purposes, conduct screening at unpredictable intervals.
- Random testing at on-demand visits: with no visit scheduled, randomly call patients to come in within a 4 or 8 hour window after receiving the call for screening.

**Develop a plan for how to make decision to obtain a random sample.**
- For scheduled visits, the decision can be dependent on any “red flags” documented in the chart indicating unexpected behavior (calling in for medication refills). Or the decision may be based on a plan to screen at least once/quarter. Or it may be determined randomly, such as by a coin toss.
- For on-demand visits, patients may be randomly assigned to a “day of the week” based on the primary provider’s schedule in the practice. A random subset of “Monday’s” patients are called on Monday morning and are required to come to the practice for a urine screen. Or the Chronic Pain Roster (see Strategy 4) is used to randomly select a subset of patients to call.

**Determine who makes the decision and when the decision gets made.**
- For on-demand visits, develop a phone call script to assist callers

**Plan a documentation process for results, including:**
- For on-demand visits: non-responders or no-shows
- Inability to produce a sample at the time of the visit

**Consider issues and logistics identified in Urine Screens – Strategy 13**

**Measure success**
- For on-demand visits: log of phone calls made and responses
- Chart audits to confirm the presence of lab results
- Chart audits to confirm follow-up in treatment plan for positive results

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6. The Vermont Medical Practice Board calls for drug testing as frequently as necessary to ensure therapeutic adherence, preferably urine screening (point of care or laboratory based) that includes sensitivity to the opioid prescribed. Testing should not be limited to provider perception of a problem; a “universal precautions” approach to all non-palliative care patients on long term opioid therapy for chronic pain is recommended.
**STRATEGY 15**

**Random Pill Counts**

Randomly review pill containers or bubble packs to confirm the number of doses remaining in the prescription period. This strategy can be conducted in tandem with Urine Screens-Strategy 13 or Random Urine Screens-Strategy 14. Patients are called (for scheduled or unscheduled visits) with a reminder to bring their prescription medications in their original containers to their visits.

**ACTION STEPS**

**Issue to consider**: is the benefit of doing a pill count greater than the risk of asking patients to carry controlled, unsecured substances with them over the course of the day?

**Develop a plan for how to make decision to conduct a random pill count**.
- For scheduled visits, the decision can be dependent on any “red flags” documented in the chart indicating unexpected behavior (calling in for medication refills). Or the decision may be based on a plan to screen at least once/quarter. Or it may be determined randomly, such as by a coin toss.
- For on-demand visits, patients may be randomly assigned to a “day of the week” based on the primary provider’s schedule in the practice. A random subset of “Monday’s” patients are called on Monday morning and are required to come to the practice for a urine screen. Or the Chronic Pain Roster (see Strategy 4) is used to randomly select a subset of patients to call.

**Determine who makes the decision and when the decision gets made**.
- For on-demand visits, develop a phone call script to assist callers

**Plan a documentation process for results**, including:
- For on-demand visits: non-responders or no-shows
- Unable to produce medications (for example, forgot to bring them)

**Measure success**
- For on-demand visits: log of phone calls made and responses
- Chart audits to confirm pill-count documentation
- Chart audits to confirm follow up in treatment plan for unexpected results

**STRATEGY 16**

**Vermont Prescription Monitoring System Regular Reporting**

At least annually, review the Vermont Prescription Monitoring System (VPMS) record for patient prescriptions. VPMS provides access to all dispensed medications by pharmacies in Vermont regardless of payer source, including cash. It does NOT include medications dispensed in Emergency Departments, hospitals, or clinics specializing in addiction management (i.e. Suboxone clinics). Access to VPMS is allowed to any prescriber and delegated staff working for the prescriber’s practice. Pre-registration and authorization are required. For more information: www.healthvermont.gov/adap/VPMS.aspx.

Prescribers must query VPMS in the following circumstances:
- At least annually for patients receiving ongoing treatment with an opioid Schedule II, III, or IV controlled substance
- When starting a patient on a Schedule II, III, or IV controlled substance for nonpalliative long-term pain therapy of 90 days or more
- The first time the provider prescribes an opioid Schedule II, III, or IV controlled substance written to treat chronic pain
- Prior to writing a replacement prescription for a Schedule II, III, or IV controlled substance

**ACTION STEPS**

**Decide how often to review patients’ VPMS records**: at every pain-related visit or at regular intervals.

**Plan who (such as the prescriber, delegated nurse, medical assistant, or other staff) will review VPMS records and when**. For example:
- For pain-related visits: review as a part of pre-visit preparations (i.e.: when printing the superbill, prepping the chart, or during the reminder phone call).
- At regular intervals: review patients’ records in batches to combine multiple requests in a single report
- Ensure all prescribers and delegated staff are trained and have active passwords

**Determine how the result will be documented in the patient’s medical record** and how to notify providers of unexpected results

**Decide what to do with the VPMS reports**, if printed. They may be kept as part of the physical or scanned record, but this is not recommended by the State of Vermont for reasons of information security.

**Measure success**
- Number of VPMS delegates identified, trained, and able to use the system
- Chart audit of VPMS results documented
STRAIGHT 17
Check Patient Agreement Status During Visits at Regular Intervals

At regular intervals and at least annually, review the patient agreement with the patient and confirm patient/provider compliance with the expectations set forth. The risk of opioid misuse remains high throughout the entire period of treatment. Periodic review of the expectations accepted by the patient, along with the reminder that opioid therapy is not necessarily a permanent treatment for pain, reinforces continued awareness by the patient that the ultimate goal is to maintain or improve health and function.

ACTION STEPS

Plan a documentation process for identifying the date of last agreement review.

Decide how to make a copy of the original patient agreement available for provider and patient review, or provide access to blank agreements for review and re-signature.

Determine the process for review and who reviews the chart to determine when the next review is needed.

Measure success
- Presence of the agreement in the patient chart
- Recency of last date of update

7. VPMS is the prescription data monitoring program (PDMP) of Vermont. This document refers to VPMS but providers in other states may apply this strategy to their own state’s PDMP.

8. The Vermont Board of Medical Practice and Vermont law call for consultations with the Vermont Prescription Monitoring System (VPMS) prior to initial opioid prescription expected to last 90 days or more (along with any Schedule II, III, or IV drugs, or in certain circumstances to be designated by the Department of Health), with results documented in the record. By law, VPMS must be reviewed at least annually or when writing a replacement prescription for lost or stolen prescriptions, with the word “REPLACEMENT” written on such prescriptions and so documented in the patient record.
Step 4: Design the New Flow of Work

Based on the strategies selected and developed in Steps 2 and 3, describe the future ideal process of caring for a patient treated with opioids to manage chronic pain. Then complete the following steps, documenting the results on a white board or flip chart and in team members’ own notes so the work is easy to share with other members of the practice:

1: Map the new flow of work, including all the selected strategies. Visually represent the path taken by the patient and her/his information. See the process from the patient’s perspective.

2: Example Map (See diagram below)

3: Consider each of the following possible patient behaviors. If they concern the practice, develop a proposed plan if:
   • Established patient disagrees with the new plan for managing opioid prescriptions
   • Patient can’t urinate for urine screen during visit
   • Patient shows up unscheduled and says “I’ll wait for the doctor/NP/PA”
   • Someone who is not the patient arrives to pick up the patient’s prescription
   • Patient misses specialty appointment(s)
   • Unexpected urine result (either positive or negative)
   • Patient calls for early refill
   • Patient doesn’t show up for random urine screen/pill count
   • Patient is rude/loses control
   • Patient asks for different provider than established primary
   • Practice receives an anonymous tip about a patient
   • Patient is very compliant with no “end point;” in other words, the behavior is so stable and predictable that it seems to be “too good to be true”

4: Develop a protocol for responding to patient behavior for the practice to trial.

5: Develop an implementation plan for each step in the new care process (see diagram). Identify each task, along with who will take the lead and by what time the task should be finished or reviewed for an update. See Implementation Plan Template in appendix.

6: As a team, meet with practice leaders to review your new flow of work and implementation plan. Finalize this plan. Create a communication plan for practice employees.
Step 5: Implementation, Evaluation, and Closure

The time necessary to complete implementation of the strategies depends on the amount of work identified in the Implementation Plan Worksheet, which can vary from 1 hour/strategy to 4 hours/strategy. Changes involving Information Technology support may take longer depending on the software. Plan time for team members to work on:

Plan Updates
Team members meet separately or together to carry out the Implementation Plan. If meeting separately, the team also meets regularly (weekly or every other week) to discuss any barriers and update the Implementation Plan Worksheet.

Measurement
- Measure the progress for each of the strategies selected in the Implementation Plan. Suggested measures are in the last step of the Action Steps of each strategy, after Measure success.
- Remeasure the events recorded in Chapter 1, following “Measure” using the same instructions.
- Re-survey the entire practice using the same method with which the pre-project survey was conducted in Step 1 (item 6). See sample post-project survey in appendix.
- Compare all repeated measures to baseline. Have the changes accomplished the project’s goal? If not, skip down to Evaluation.

Chart Reviews
Create a template for future chart reviews based on the strategies selected. Suggested items to collect:
- Pain medications
- Pain assessment and assessment scores

- Monitors based on strategies (for example, urine screen lab results, VPMS reports, and pill counts) and documentation of aberrant patient behavior

Evaluation
The team determines whether the project has achieved the objective identified in its charter or whether the team needs to change the implementation plan or any of the strategies selected. As needed, follow up with practice leaders. If complete, the team develops a recommendation for long term monitoring.

Closing Report
When the team has determined that the project is sufficiently complete to bring to a close, it reviews the results of its work with Practice Leaders and provides recommendations for long term monitoring. Team members organize and submit the notes taken during team meetings to document their progress, measures, outcomes, and recommendations. Share what you have learned and the plan going forward with the whole practice.

Long Term Monitoring
Practice leaders determine who in the practice should monitor opioid prescription management by identifying specific measures, an individual to organize data collection, frequency of data collection, and reporting expectations.

Closure of Project
Practice leaders confirm the team’s work and results. Practice leaders take responsibility for long term monitoring. Everybody celebrates – finishing a project, regardless of size or number of changes, is an accomplishment.
Appendices

6a Vermont Board of Medical Practice Policy on the Use of Opioid Analgesics in the Treatment of Chronic Pain

6b Sample Patient Agreements and Other Examples of Policies and Planning Documents
- Pain.edu Agreement for Opioid Maintenance Therapy for Non-Cancer/Cancer Pain
- Management of Chronic Opioid Protocol: University of Vermont Medical Center
- Dartmouth-Hitchcock Medical Center Adult Chronic Opioid Therapy Pain Management Plan
- New Hampshire Medical Society, Informed Consent and Treatment Agreement

6c Provider and Staff Surveys for Practice
- Pre-Project Practice Survey Sample
- Post-Project Practice Survey Sample

6d Validated Initial Risk Assessment Tools
- ORT: Opioid Risk Tool: 5 questions to be completed by provider, with patient
- SOAPP-14: 14 questions that can be completed by patient from Pain.edu
- SOAPP-5: 5 questions that can be completed by patient from Pain.edu at no charge
- SOAPP-R: Revised assessment with 24 questions that can be completed by patient from Pain.edu
- Assessment Algorithm and Management of Chronic Pain Guideline Summary
- DIRE Score from the Institute for Clinical Systems Improvement

6e Ongoing Risk Assessment Tools
- COMM: Current Opioid Misuse Measure: 17 questions to be completed by patient from C.A.R.E.S. Alliance
- PADT: Pain Assessment & Documentation Tool: Over 24 questions to be completed by the provider with the patient from C.A.R.E.S. Alliance
- Cares Alliance Brief Pain Inventory: 21 questions to be completed by patient from C.A.R.E.S. Alliance
- PEG: Pain, Enjoyment & General Activity (3 questions to be asked by clinician)

6f Sample Protocol for Team Approach to Opioid Prescription Management (Strategy 2)

6g Sample Electronic Flow Sheet (Strategy 5)

6h Implementation Plan Template

6i References
Policy on the Use of Opioid Analgesics in the Treatment of Chronic Pain

Background and Introduction
The Vermont Board of Medical Practice (the Board) is committed to protecting the public and to assisting its licensees to meet their professional obligations by providing quality health care. To those ends, in January 2006 the Board published its first Policy for the Use of Controlled Substances for the Treatment of Pain. That policy was largely based on a model policy published by the Federation of State Medical Boards (FSMB) in 2004. In 2013, FSMB published a revised model policy that incorporates the latest best practices and new developments in the healthcare profession regarding the safe and effective use of controlled substances to treat chronic pain. The Board has carefully reviewed that new policy and adapted it to reflect Vermont laws, regulations, and Board expectations.

The Board acknowledges the hard work performed by FSMB and the great value to the Board and the profession of having a set of common core expectations in place as so many physicians across the nation strive to provide quality pain treatment. The usefulness of the past and current model policies is confirmed through the many endorsements they have received.

The FSMB model policies have been endorsed by the American Academy of Pain Medicine, the Drug Enforcement Administration, the American Pain Society, and the National Association of State Controlled Substances Authorities, and along with Vermont many other states have adopted all or part of the Model Policies.

The 2013 FSMB Model Policy reflects the considerable body of research and experience accrued since the 2004 revision was adopted. Significantly, in the introduction to the Model Policy, FSMB recognized that there is a lack of evidence as to the effectiveness and safety of long-term opioid therapy. Despite that lack of evidence, opioids are widely used to treat chronic pain, and FSMB's intent in creating a Model Policy was to promote the public health by encouraging state medical boards to adopt consistent policy regarding the treatment of pain, particularly chronic pain, and to promote patient access to appropriate pain management and, if indicated, substance abuse and addiction treatment. The Model Policy emphasizes the professional and ethical responsibility of physicians to appropriately assess and manage patients' pain, assess the relative level of risk for misuse and addiction, monitor for aberrant behaviors and intervene as appropriate. It also includes references and the definitions of key terms used in pain management. Much of FSMB's work has been incorporated into our Vermont Policy.

In its introduction to the 2013 Model Policy, FSMB included an overview of the issues addressed in the policy. While the Board acknowledges that the practice environment in Vermont may not be identical to the national environment considered by FSMB, the issues addressed in the Model Policy are all relevant to Vermont practice and were considered by the Board when promulgating this Vermont policy. Accordingly, the Board incorporates the following discussion directly from the introduction to the FSMB as a useful statement of the context and the problem set targeted by this Policy.

FSMB Statement of Issues Addressed in the New Model Policy
There is a significant body of evidence suggesting that many Americans suffer from chronic pain and much of that pain is inadequately or ineffectively treated. Since the 2004 revision, evidence for risk associated with opioids has surged, while evidence for benefits has remained controversial and insufficient. Over the last decade, there has been a parallel increase in opioid sales and an increase in morbidity and mortality associated with these drugs. At the same time, approximately one in four patients seen in primary care settings suffers from pain so intense as to interfere with the activities of daily living. Pain arises from multiple causes and often is categorized as either acute pain (such as that from traumatic injury and surgery) or chronic pain (such as the pain associated with terminal conditions such as cancer or severe vascular disease or with non-terminal conditions such as arthritis or neuropathy). This model policy applies most directly to the treatment of chronic pain and the use of opioid analgesics but many of the strategies to
improve appropriate prescribing and mitigate risks can be applied to the use of other controlled medications and to the treatment of acute pain.

Undertreatment of pain is recognized as a serious public health problem that compromises patients' functional status and quality of life. A myriad of psychological, social, economic, political, legal and educational factors—including inconsistencies and restrictions in state pain policies—can either facilitate or impede the ability and willingness of physicians to manage patients with pain.

While acknowledging that undertreatment of pain exists, it must be understood that chronic pain often is intractable, that the current state of medical knowledge and medical therapies, including opioid analgesics, does not provide for complete elimination of chronic pain in most cases, and that the existence of persistent and disabling pain does not in and of itself constitute evidence of undertreatment. Indeed, some cases of intractable pain actually result from overtreatment in terms of procedures and medications.

Complicating the picture, adverse outcomes associated with the misuse, abuse and diversion of prescription opioids have increased dramatically since the FSMB's last review. Physicians and other health care professionals have contributed—often inadvertently—to these increases.

Circumstances that contribute to both the inadequate treatment of pain and the inappropriate prescribing of opioids by physicians may include:

1. physician uncertainty or lack of knowledge as to prevailing best clinical practices; 2. inadequate research into the sources of and treatments for pain; 3. sometimes conflicting clinical guidelines for appropriate treatment of pain; 4. physician concerns that prescribing needed amounts of opioid analgesics will result in added scrutiny by regulatory authorities; 5. physician misunderstanding of causes and manifestations of opioid dependence and addiction; 6. fear on the part of physicians of causing addiction or being deceived by a patient who seeks drugs for purposes of misuse; 7. physicians practicing outside the bounds of professional conduct by prescribing opioid analgesics without a legitimate medical purpose; and 8. inadequate physician education about regulatory policies and processes. Inappropriate treatment also can result from a mistaken belief on the part of patients and their physicians that complete eradication of pain is an attainable goal, and one that can be achieved without disabling adverse effects. Additionally, treatment options may be limited based on availability and/or health plan policies on covered benefits or drug formularies.

Patients share with physicians a responsibility for appropriate use of opioid analgesics. This responsibility encompasses providing the physician with complete and accurate information and adhering to the treatment plan. While many patients take their medication safely as prescribed and do not use opioids problematically, some patients—intentionally or unintentionally—are less than forthcoming or have unrealistic expectations regarding the need for opioid therapy or the amount of medication required. Other patients may begin to use medications as prescribed, then slowly deviate from the therapeutic regimen. Still others may not comply with the treatment plan because they misunderstood the physician's instructions. Some patients share their drugs with others without intending harm (a pattern of misuse that is seen quite often among older adults). Then there are patients who deliberately misuse or are addicted to opioids, and who mislead, deceive or fail to disclose information to their physicians in order to obtain opioids to sustain their addiction and avoid withdrawal.

Patients often leave medications unsecured where they can be stolen by visitors, workers and family members, which is another important source of diversion. Thus a prescription that is quite appropriate for an elderly patient may ultimately contribute to the death of a young person who visits or lives in the patient's home. Therefore, the physician's duty includes not only appropriate prescribing of opioid analgesics, but also appropriate education of patients regarding the secure storage of medications and their appropriate disposal once the course of treatment is completed.

A more problematic individual is the criminal patient, whose primary purpose is to obtain drugs for resale. Whereas many addicted patients seek a long-term relationship with a prescriber, criminal patients sometimes move rapidly from one prescriber (or dispenser) to another. Such individuals often visit multiple practitioners (a practice sometimes characterized as "doctor shopping") and travel.
from one geographic area to another not for the purposes of relief of legitimate pain but in search of unsuspecting targets\textsuperscript{19-21}. Physicians’ attention to patient assessment and the routine use of state prescription drug monitoring programs (PDMPs), where available, have been cited as effective ways to identify individuals who engage in such criminal activities\textsuperscript{10-23,45}.

**Conclusion:** The goal of this Model Policy is to provide state medical boards with an updated guideline for assessing physicians’ management of pain, so as to determine whether opioid analgesics are used in a manner that is both medically appropriate and in compliance with applicable state and federal laws and regulations. The revised Model Policy makes it clear that the state medical board will consider inappropriate management of pain, particularly chronic pain, to be a departure from accepted best clinical practices, including, but not limited to the following:

- **Inadequate attention to initial assessment to determine if opioids are clinically indicated and to determine risks associated with their use in a particular individual with pain:** Not unlike many drugs used in medicine today, there are significant risks associated with opioids and therefore benefits must outweigh the risks.
- **Inadequate monitoring during the use of potentially abusable medications:** Opioids may be associated with addiction, drug abuse, aberrant behaviors, chemical coping and other dysfunctional behavioral problems, and some patients may benefit from opioid dose reductions or tapering or weaning off the opioid.
- **Inadequate attention to patient education and informed consent:** The decision to begin opioid therapy for chronic pain should be a shared decision of the physician and patient after a discussion of the risks and a clear understanding that the clinical basis for the use of these medications for chronic pain is limited, that some pain may worsen with opioids, and taking opioids with other substances or certain condition (i.e. sleep apnea, mental illness, pre-existing substance use disorder) may increase risk.
- **Unjustified dose escalation without adequate attention to risks or alternative treatments:** Risks associated with opioids increase with escalating doses as well as in the setting of other comorbidities (i.e. mental illness, respiratory disorders, pre-existing substance use disorder and sleep apnea) and with concurrent use with respiratory depressants such as benzodiazepines or alcohol.
- **Excessive reliance on opioids, particularly high dose opioids for chronic pain management:** Prescribers should be prepared for risk management with opioids in advance of prescribing and should use opioid therapy for chronic non-cancer pain only when safer and reasonably effective options have failed. Maintain opioid dosage as low as possible and continue only if clear and objective outcomes are being met.
- **Not making use of available tools for risk mitigations:** When available, the state prescription drug monitoring program should be checked in advance of prescribing opioids and should be available for ongoing monitoring. In addition, the Model Policy is designed to communicate to licensees that the state medical board views pain management as an important area of patient care that is integral to the practice of medicine; that opioid analgesics may be necessary for the relief of certain pain conditions; and that physicians will not be sanctioned solely for prescribing opioid analgesics or the dose (mg./mcg.) prescribed for legitimate medical purposes. However, prescribers must be held to a safe and best clinical practice. The federal Controlled Substances Act\textsuperscript{25} defines a “lawful prescription” as one that is issued for a legitimate medical purpose by a practitioner acting in the usual course of professional practice. The use of opioids for other than legitimate medical purposes poses a threat to the individual and to the public health, thus imposing on physicians a responsibility to minimize the potential for misuse, abuse and diversion of opioids and all other controlled substances.

Finally, the Board stresses three points about this policy.

1. This is a policy that provides guidelines. On its own, the policy will not be the basis for an allegation of unprofessional conduct. It is offered to assist providers. However, parts of the policy reflect Vermont and federal laws and regulations that must be followed. Failure to follow those requirements may result in action by another regulatory or law enforcement agency, such as the D.E.A., or an allegation from the Board of unprofessional conduct under 26 V.S.A. § 1254(a)(27) (failure to comply with provisions of federal
or state statutes or rules governing the practice of medicine or surgery). In addition, the policy reflects the Board’s understanding of the standard of care at the time the policy is adopted. Thus, failure to follow the guidance may put a provider at risk of failing to meet the standard of care, which could lead to an allegation of unprofessional conduct under 26 V.S.A. § 1354(a) or 26 V.S.A. § 1354(b).

2. By its terms, this policy pertains only to treatment of chronic pain. Many of the expectations that apply to treatment for chronic pain do not apply strictly to treatment of acute pain, or to use of controlled substances other than opioids. Also, as a policy targeting use of opioids for chronic pain, it is not directed at palliative, end-of-life care. However, some of the statutory and regulatory requirements noted in the guidelines do apply more broadly and physicians need to be mindful of that. For instance, any provider who writes a prescription for any DEA Schedule II, III, or IV substance must be registered for VPMS. Furthermore, all controlled substances carry some risk of misuse, abuse, and diversion. Thus, you are encouraged to consider whether some of the practices set forth here may be of benefit in prescribing situations that are not specifically covered by this policy.

3. Statutes and regulations change, and the standard of care evolves. The Board will endeavor to update this policy as needed, but the existence of this policy does not reduce the obligation of all prescribers to keep up with changes to law, regulations, or the standard of care.

In closing, we hope that you find this Policy of help in this challenging area of practice and encourage your comments and suggestions as to how it could be improved.

*Adopted by Board motion passed at the meeting held on April 2, 2014.*
Policy for the Use of Opioid Analgesics in the Treatment of Chronic Pain

SECTION I: PREAMBLE
The Vermont Board of Medical Practice is obligated under the laws of the State of Vermont to protect the public health and safety. The Board recognizes that principles of high-quality medical practice dictate that the people of the State of Vermont have access to appropriate, safe and effective pain management. The application of up-to-date knowledge and treatment modalities can help to restore function and thus improve the quality of life of patients who suffer from pain, particularly chronic pain.1,5,6

This policy has been developed to articulate the Board’s position on the use of controlled substances for pain, particularly the use of opioid analgesics and with special attention to the management of chronic pain. The policy thus is intended to encourage physicians to be knowledgeable about best clinical practices as regards the prescribing of opioids and be aware of associated risks. For the purposes of this policy, inappropriate treatment of pain includes non-treatment, inadequate treatment, overtreatment, and continued use of ineffective treatments.

The Board recognizes that opioid analgesics are useful and can be essential in the treatment of acute pain that results from trauma or surgery, as well as in the management of certain types of chronic pain, whether due to cancer or non-cancer causes.5,20,26,30 The Board will refer to current clinical practice guidelines and expert reviews in approaching allegations of possible mismanagement of pain.6,10,12,14,26-41,80

A. Responsibility for Appropriate Pain Management:
All physicians and other providers of healthcare should be knowledgeable about assessing patients’ pain and function, and familiar with methods of managing pain.4,16 Unless indicated otherwise expressly or by context, all references in this document to “physician” should be read to include other licensees of the Board who may prescribe DEA scheduled controlled substances, which includes podiatrists, physician assistants, and residents who hold a limited training license. Physicians also need to understand and comply with federal and state requirements for prescribing opioid analgesics.1-5,19 Whenever federal laws and regulations differ from those of Vermont, the more stringent rule is the one that should be followed.42

Physicians should not fear disciplinary action from the Board for ordering, prescribing, dispensing or administering controlled substances, including opioid analgesics, for a legitimate medical purpose and in the course of professional practice, when current best clinical practices are met.

The Board considers the use of opioids for pain management to be for a legitimate medical purpose when based on sound clinical judgment and current best clinical practices, appropriately documented, and of demonstrable benefit to the patient. To be within the usual course of professional practice, a legitimate physician-patient relationship must exist and the prescribing or administration of medications should be appropriate to the identified diagnosis, should be accompanied by careful follow-up monitoring of the patient’s response to treatment as well as his or her safe use of the prescribed medication, and should demonstrate that the therapy has been adjusted as needed.7,38,43 There should be documentation of appropriate referrals as necessary.36,37

The medical management of pain should reflect current knowledge of evidence-based or best clinical practices for the use of pharmacologic and nonpharmacologic modalities, including the use of opioid analgesics and non-opioid therapies.14,16,27 Such prescribing must be based on careful assessment of the patient and his or her pain (see the discussion on risk stratification, below)33.

Pain should be assessed and treated promptly, and the selection of therapeutic modalities (including the quantity and frequency of medication doses) should be adjusted according to the nature of the pain, the patient’s response to treatment, and the patient’s risk level relative to the use of medications with abuse potential.6,10,12,14,26-38

B. Preventing Opioid Diversion and Abuse:
The Board also recognizes that individuals’ use of opioid analgesics for other than legitimate medical purposes poses a significant threat to the health and safety of the individual as well as to the public health.5 The Board further recognizes that inappropriate prescribing of controlled substances by physicians may contribute to drug misuse and diversion by individuals who seek opioids for other than legitimate medical purposes.5,19,44 Accordingly, the Board expects physicians to incorporate safeguards into their practices to minimize the risk of misuse and diversion of opioid analgesics and other controlled substances.19,21,23,38,45-46

Allegations of inappropriate pain management will be
evaluated on an individual basis. The Board may use a variety of sources to determine the appropriateness of treatment including prescribing information obtained from the Vermont Prescription Monitoring System (VPMS). The Board will judge the validity of the physician’s treatment of a patient on the basis of available documentation, rather than solely on the quantity and duration of medication administered. The goal is safe management of the patient’s pain while effectively addressing other aspects of the patient’s functioning, including physical, psychological, social and work-related factors, and mitigating risk of misuse, abuse, diversion and overdose.4,29.

The Board will consider the unsafe or otherwise inappropriate treatment of pain to be a departure from best clinical practice, taking into account whether the treatment is appropriate to the diagnosis and the patient’s level of risk.

SECTION II: GUIDELINES

The Board has adopted the following criteria for use in evaluating a physician’s management of a patient with pain, including the physician’s prescribing of opioid analgesics:

A. Understanding Pain:
The diagnosis and treatment of pain is integral to the practice of medicine. In order to cautiously prescribe opioids, physicians must understand the relevant pharmacologic and clinical issues in the use of such analgesics, and carefully structure a treatment plan that reflects the particular benefits and risks of opioid use for each individual patient. Such an approach should be employed in the care of every patient who receives chronic opioid therapy 4,8.

B. Patient Evaluation and Risk Stratification:
The medical record should document the presence of one or more recognized medical indications for prescribing an opioid analgesic and reflect an appropriately detailed patient evaluation. Such an evaluation should be completed before a decision is made as to whether to prescribe an opioid analgesic.

The nature and extent of the evaluation depends on the type of pain and the context in which it occurs. For example, meaningful assessment of chronic pain, including pain related to cancer or non-cancer origins, usually demands a more detailed evaluation than an assessment of acute pain. Assessment of the patient’s pain typically would include the nature and intensity of the pain, past and current treatments for the pain, any underlying or co-occurring disorders and conditions, and the effect of the pain on the patient’s physical and psychological functioning 11.

For every patient, the initial work-up should include a systems review and relevant physical examination, as well as laboratory investigations as indicated. Such investigations help the physician address not only the nature and intensity of the pain, but also its secondary manifestations, such as its effects on the patient’s sleep, mood, work, relationships, valued recreational activities, and alcohol and drug use.

Social and vocational assessment is useful in identifying supports and obstacles to treatment and rehabilitation; for example: Does the patient have good social supports, housing, and meaningful work? Is the home environment stressful or nurturing? 14.

Assessment of the patient’s personal and family history of alcohol or drug abuse and relative risk for medication misuse or abuse also should be part of the initial evaluation, and ideally should be completed prior to a decision as to whether to prescribe opioid analgesics. This can be done through a careful clinical interview, which also should inquire into any history of physical, emotional or sexual abuse, because those are risk factors for substance misuse. Use of a validated screening tool (such as the Screener and Opioid Assessment for Patients with Pain [SOAPP-R; 48] or the Opioid Risk Tool [ORT; 49]), or other validated screening tools, can save time in collecting and evaluating the information and determining the patient’s level of risk.

All patients should be screened for depression and other mental health disorders, as part of risk evaluation. Patients with untreated depression and other mental health problems are at increased risk for misuse or abuse of controlled medications, including addiction, as well as overdose. Patients who have a history of substance use disorder (including alcohol) are at elevated risk for failure of opioid analgesic therapy to achieve the goals of improved comfort and function, and also are at high risk for experiencing harm from this therapy, since exposure to addictive substances often is a powerful trigger of relapse. Therefore, patients with a history of

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1 It is a recognized goal for the future that states cooperate on interstate and regional basis to share Prescription Monitoring Program information. If and when that occurs, the expectation for use of VPMS will be expanded to include use of available information from other states.
substance use disorders should have a thorough
evaluation of their risk for relapse and opiate misuse.
Patients considered to be at a higher risk should not be
prescribed opioids or should receive consultation from
an addiction specialist, if possible, before starting
opioids. Patients who have an active substance use
disorder should not receive opioid therapy until they
are established in a treatment/recovery program21 or
alternatives are established such as co-management with
an addiction professional. Physicians who treat patients
with chronic pain should be aware of addiction treatment
options, including the role of replacement agonists such
as methadone and buprenorphine. Physicians who are
interested in treating addiction in the office need to be
aware that they must have a special DEA license, known
as an x-license, to do so. Information on how to qualify
to prescribe buprenorphine may be found on the U.S.
Substance Abuse and Mental Health Services website:

Information provided by the patient is necessary for the
evaluation process, but often is not adequate on its own
to allow for proper evaluation of a patient. Reports of
previous evaluations and treatments should be confirmed
by obtaining records from other providers, if possible.
Patients occasionally provide fraudulent records, so if
there is any reason to question the truthfulness of a
patient’s report, it is best to request records directly from
the other providers24-25.

If possible, the patient evaluation should include
information from family members and/or significant
others22-23,49-50. VPMS should be consulted to determine
whether the patient is receiving prescriptions from any
other physicians, and the results obtained from VPMS
should be documented in the patient record24.

In dealing with a patient who is taking opioids prescribed
by another physician—particularly a patient on high
doses—the evaluation and risk stratification assume even
greater importance21-23. With all patients, the physician’s
decision as to whether to prescribe opioid analgesics
should reflect the totality of the information collected, as
well as the physician’s own knowledge and comfort level
in prescribing such medications and the resources for
patient support that are available in the community21-23.

C. DEVELOPMENT OF A TREATMENT PLAN AND GOALS:
The goals of pain treatment include reasonably attainable
improvement in pain and function; improvement in
pain-associated symptoms such as sleep disturbance,
depression, and anxiety; and avoidance of unnecessary
or excessive use of medications3,8. Effective means of
achieving these goals vary widely, depending on the type
and causes of the patient’s pain, other concurrent issues,
and the preferences of the physician and the patient.

The treatment plan and goals should be established as
early as possible in the treatment process and revisited
regularly, so as to provide clear-cut, individualized
objectives to guide the choice of therapies3,8. The
treatment plan should contain information supporting
the selection of therapies, both pharmacologic (including
medications other than opioids) and nonpharmacologic.
It also should specify the objectives that will be used to
evaluate treatment progress, such as relief of pain and
improved physical and psychosocial function2,36-47.
Ongoing documentation of treatment should reference
the treatment plan, as appropriate.

The plan should document any further diagnostic
evaluations, consultations or referrals, or additional
therapies that have been considered21-23,45.

D. INFORMED CONSENT AND TREATMENT AGREEMENT:
The decision to initiate opioid therapy should be a shared
decision between the physician and the patient. The
physician should discuss the risks and benefits of the
treatment plan (including any proposed use of opioid
analgesics) with the patient, with persons designated by
the patient, or with the patient’s surrogate or guardian if
the patient is without medical decision-making capacity
32,35. If opioids are prescribed, the patient (and possibly
family members) should be counseled on safe ways to
store and dispose of medications3-37.

Use of a written informed consent and treatment
agreement (sometimes referred to as a “treatment
contract”) is highly recommended21,23,35,38. The failure to
use a treatment contract in a given case does not per se
constitute unprofessional conduct, but in the absence of
a treatment agreement contract, documentation in the
patient’s chart should meet the same goals and support
a conclusion that the standard of care was met.

Informed consent documents typically address:
• The potential risks and anticipated benefits of chronic
  opioid therapy.
• Potential side effects (both short- and long-term) of
  the medication, such as constipation and cognitive
  impairment.
• The likelihood that tolerance to and physical
dependence on the medication will develop.
• The risk of drug interactions and over-sedation.
• The risk of impaired motor skills (affecting driving and other tasks).
• The risk of opioid misuse, dependence, addiction, and overdose.
• The limited evidence as to the benefit of long-term opioid therapy.
• The physician’s prescribing policies and expectations, including the number and frequency of prescription refills, as well as the physician’s policy on early refills and replacement of lost or stolen medications.
• Specific reasons for which drug therapy may be changed or discontinued (including violation of the policies and agreements spelled out in the treatment agreement).

Treatment agreements outline the joint responsibilities of physician and patient and are indicated for opioid or other medications that may be abused. They typically discuss:
• The goals of treatment, in terms of pain management, restoration of function, and safety.
• The patient’s responsibility for safe medication use (e.g., by not using more medication than prescribed or using the opioid in combination with alcohol or other substances; storing medications in a secure location; and safe disposal of any unused medication).
• The patient’s responsibility to obtain his or her prescribed opioids from only one physician or practice.
• The patient’s agreement to periodic drug testing (as of blood, urine, hair, or saliva).
• The physician’s responsibility to be available or to have a covering physician available to care for unforeseen problems and to prescribe scheduled refills.

Informed consent documents and treatment agreements can be part of one document for the sake of convenience.

E. INITIATING AN OPIOID TRIAL:
Safer alternative treatments should be considered before initiating opioid therapy for chronic, non-malignant pain. Opioid therapy should be presented to the patient as a therapeutic trial or test for a defined period of time (usually no more than 90 days) and with specified evaluation points. The physician should explain that progress will be carefully monitored for both benefit and harm in terms of the effects of opioids on the patient’s level of pain, function, and quality of life, as well as to identify any adverse events or risks to safety. When initiating opioid therapy, the lowest dose possible should be given to an opioid naive patient and titrated to effect. It is generally suggested to begin opioid therapy with a short acting opioid and consider rotating to a long-acting/extended release opioid only if indicated. Vermont law now requires checking VPMS in certain circumstances before a prescription for controlled substances is written, including when initiating treatment of chronic pain with opioids, as further discussed in the following section.

A decision to continue opioid therapy beyond the trial period should reflect a careful evaluation of benefits versus adverse events and/or potential risks.

F. MONITORING AND ADAPTING THE TREATMENT PLAN:
The physician should regularly review the patient’s progress, including any new information about the etiology of the pain or the patient’s overall health and level of function. When possible, collateral information about the patient’s response to opioid therapy should be obtained from family members or other close contacts.

In addition to the need to consider information from the patient and close contacts, physicians must make use of the state prescription monitoring system. Vermont law now requires all providers who prescribe or dispense any Schedule II, III, or IV drugs to register to use VPMS. It also requires consultation of VPMS in specified circumstances:
• At least annually for ongoing opioid chronic pain treatment;
• When first prescribing opioids for long-term, chronic pain treatment expected to last for 90 days or more;
• The first time prescribing a Schedule II, III, or IV opioid for chronic pain; and
• Before writing a replacement prescription for any Schedule II, III, or IV controlled substance. Replacement refers to the issuance of a prescription to replace medication reported by the patient as lost or stolen.

The law also tasks the Commissioner of Health with creating rules relating to those requirements, including consideration of additional situations that trigger a required check of VPMS; the rules are not published as of the date of this policy, but will be posted on the Board.

Periodic drug testing may be useful in monitoring therapeutic outcomes as a visual analog or numerical scale can be helpful in patient's level of pain, function, and quality of life (such as the three-question “Pain, Enjoyment and General Activity” (PEG) scale or other validated assessment tools, may be helpful and time effective.

At each visit, the results of chronic opioid therapy should be monitored by assessing what have been called the “5As” of chronic pain management; these involve a determination of whether the patient is experiencing a reduction in pain (Analgesia), has demonstrated an improvement in level of function (Activity), whether there are significant Adverse effects, whether there is evidence of Aberrant substance-related behaviors, and mood of the individual (Affect). Validated brief assessment tools that measure pain and function, such as the three-question “Pain, Enjoyment and General Activity” (PEG) scale or other validated assessment tools, may be helpful and time effective.

Continuation, modification or termination of opioid therapy for pain should be contingent on the physician's evaluation of 1. evidence of the patient's progress toward treatment objectives and 2. the absence of substantial risks or adverse events, such as overdose or diversion. A satisfactory response to treatment would be indicated by a reduced level of pain, increased level of function, and/or improved quality of life. Information from family members or other caregivers should be considered in evaluating the patient's response to treatment. Use of measurement tools to assess the patient's level of pain, function, and quality of life (such as a visual analog or numerical scale) can be helpful in documenting therapeutic outcomes.

G. PERIODIC DRUG TESTING AND RESPONSE TO EVIDENCE OF ABERRANT BEHAVIOR:
Periodic drug testing may be useful in monitoring adherence to the treatment plan, as well as in detecting the use of non-prescribed drugs. Drug testing is an important monitoring tool because self-reports of medication use are not always reliable and behavioral observations may detect some problems but not others. Patients being treated for addiction should be tested as frequently as necessary to ensure therapeutic adherence. Use of testing should not be limited to instances in which the provider perceives a problem; the regular use of testing as a universal precaution will avoid having the request for a test become a confrontation that affects the physician-patient relationship.

Urine may be the preferred biologic specimen for testing because of its ease of collection and storage and the cost-effectiveness of such testing. When such testing is conducted as part of pain treatment, forensic standards are generally not necessary and not in place, but physicians should use their judgment as to steps needed to ensure reliability of results for individual patients. Initial testing may be done using class-specific immunoassay drug panels (point-of-care or laboratory-based), which typically do not identify particular drugs within a class unless the immunoassay is specific for that drug. If necessary, this can be followed up with a more specific technique, such as gas chromatography/mass spectrometry (GC/MS) or other chromatographic tests to confirm the presence or absence of a specific drug or its metabolites. In drug testing in a pain practice, it is important to identify the specific drug not just the class of the drug.

Physicians need to be aware of the limitations of available tests (such as their limited sensitivity for many opioids) and take care to order tests appropriately. For example, when a drug test is ordered, it is important to specify that it include the opioid being prescribed. Because of the complexities involved in interpreting drug test results, it is advisable to confirm significant or unexpected results with the laboratory toxicologist or a clinical pathologist.

While immunoassay, point of care (POC) testing has its utility in the making of temporary and “on the spot” changes in clinical management, its limitations with regard to accuracy have recently been the subject of study. These limitations are such that the use of point of care testing for the making of more long term and permanent changes in management of people with the disease of addiction and other clinical situations may not be justified until the results of confirmatory testing with more accurate methods such as LC-MS/MS are obtained. A recent study on LC-MS/MS results following immunoassay POC testing in addiction treatment settings and found very high rates of “false negatives and positives.”
Test results that suggest opioid misuse should be discussed with the patient. It may be helpful to approach such a discussion in a positive, supportive fashion, so as to strengthen the physician-patient relationship and encourage healthy behaviors (as well as behavioral change where that is needed). Both the test results and subsequent discussion with the patient should be documented in the medical record.

Periodic pill counting is also a useful strategy to confirm medication adherence and to minimize diversion (e.g., selling, sharing or giving away medications). The Board acknowledges the limitations of pill counts, but believes that there may be benefit and notes that there are means to limit the ability of patients to find “work arounds” to pill counts, such as serialized blister pack packaging.

As noted earlier, consulting VPMS before prescribing opioids for chronic pain and during ongoing use is highly recommended and required in some circumstances by Vermont law, as discussed above at Section F, Monitoring and Adapting the Treatment Plan. VPMS is useful for monitoring compliance with the treatment agreement as well as identifying individuals obtaining controlled substances from multiple prescribers.

If the patient’s progress is unsatisfactory, the physician must decide whether to revise or augment the treatment plan, whether other treatment modalities should be added to or substituted for the opioid therapy, or whether a different approach—possibly involving referral to a pain specialist or other health professional—should be employed. Prescriptions of shorter duration and more frequent appointments are additional steps that may be taken by a physician who is concerned about the risk of misuse, abuse, or diversion presented by a patient. Evidence of misuse of prescribed opioids demands prompt intervention by the physician. Patient behaviors that require such intervention typically involve recurrent early requests for refills, multiple reports of lost or stolen prescriptions, obtaining controlled medications from multiple sources without the physician’s knowledge, intoxication or impairment (either observed or reported), and pressuring or threatening behaviors.

The presence of illicit drugs or drugs not legitimately prescribed in drug tests similarly requires action on the part of the prescriber. Some aberrant behaviors are more closely associated with medication misuse than others. Most worrisome is a pattern of behavior that suggests recurring misuse, such as unsanctioned dose escalations, deteriorating function, and failure to comply with the treatment plan.

Documented drug diversion or prescription forgery, obvious impairment, and abusive or assaultive behaviors require a firm, immediate response. Indeed, failure to respond can place the patient and others at significant risk of adverse consequences, including accidental overdose, suicide attempts, arrests and incarceration, or even death. For this reason, physicians who prescribe chronic opioid therapy should be knowledgeable in the diagnosis of substance use disorders and able to distinguish such disorders from physical dependence—which is expected in chronic therapy with opioids and many sedatives.

H. CONSULTATION AND REFERRAL:
The treating physician should seek a consultation with, or refer the patient to, a pain, psychiatry, addiction or mental health specialist as needed. For example, a patient who has a history of substance use disorder or a co-occurring mental health disorder may require specialized assessment and treatment, if available.

Physicians who prescribe chronic opioid therapy should be familiar with treatment options for opioid addiction (including those available in licensed opioid treatment programs (OTPs)) and those offered by an appropriately credentialed and experienced physician through office-based opioid treatment (OBOT), so as to make appropriate referrals when needed.

I. DISCONTINUING OPIOID THERAPY:
Throughout the course of opioid therapy, the physician and patient should regularly weigh the potential benefits and risks of continued treatment and determine whether such treatment remains appropriate.

If opioid therapy is continued, the treatment plan may need to be adjusted to reflect the patient’s changing physical status and needs, as well as to support safe and appropriate medication use.

Reasons for discontinuing opioid therapy include resolution of the underlying painful condition, emergence of serious medical conditions, patient refusal, or patient’s request. Other reasons for discontinuing opioid therapy may include lack of efficacy, unacceptable side effects, or development of tolerance.
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of intolerable side effects, inadequate analgesic effect, failure to improve the patient’s quality of life despite reasonable titration, deteriorating function, or significant aberrant medication use.\textsuperscript{36, 45}

If opioid therapy is discontinued, the patient who has become physically dependent should be provided with a safely structured tapering and withdrawal regimen. Withdrawal can be managed either by the prescribing physician (who may want to consult with an addiction specialist) or by referring the patient to an addiction specialist.\textsuperscript{63} The termination of opioid therapy should not mark the end of treatment, which should continue with other modalities, either through direct care or referral to other health care specialists, as appropriate.\textsuperscript{21-23} Additionally, providers should not continue opioid treatment unless the patient has received a benefit, including demonstrated functional improvement.

J. MEDICAL RECORDS: Every physician who treats patients for chronic pain must maintain accurate, complete, and legible medical records. Information that should appear in the medical record includes the following:\textsuperscript{21-23,38,43-44}

- Copies of the signed informed consent and treatment agreement.
- The patient’s medical history.
- Results of the physical examination and all laboratory tests.
- Results of the risk assessment, including results of any screening instruments used.
- A description of the treatments provided, including all medications prescribed or administered (including the date, type, dose and quantity).
- Instructions to the patient, including discussions of risks and benefits with the patient and any significant others.
- Results of ongoing monitoring of patient progress (or lack of progress) in terms of pain management and functional improvement.
- Notes on evaluations by and consultations with specialists or other providers, and notation by the receiving provider of response to the information and recommendations.
- Any other information used to support the initiation, continuation, revision, or termination of treatment and the steps taken in response to any aberrant medication use behaviors.\textsuperscript{21-23,38,45,68}

These may include actual copies of, or references to, medical records of past hospitalizations or treatments by other providers.

- Authorization for release of information to other treatment providers.

The medical record must include all prescription orders for opioid analgesics and other controlled substances, whether written or telephoned. In addition, written instructions for the use of all medications should be given to the patient and documented in the record.\textsuperscript{25} The name, telephone number, and address of the patient’s pharmacy also should be recorded to facilitate contact as needed.\textsuperscript{23} Records should be up-to-date and maintained in an accessible manner so as to be readily available for review.\textsuperscript{25}

Good records demonstrate that a service was provided to the patient and establish that the service provided was medically necessary. Even if the outcome is less than optimal, thorough records protect the physician as well as the patient.\textsuperscript{23,38,45,68}

K. COMPLIANCE WITH CONTROLLED SUBSTANCE LAWS AND REGULATIONS: To prescribe, dispense or administer controlled substances, the physician must be registered with the DEA, licensed by Vermont, and comply with applicable federal and Vermont laws and regulations.\textsuperscript{25} Physicians licensed by the Board who have a DEA registration number must include at least 1 hour AMA PRA Category 1 Credit\textsuperscript{TM} CME on safe prescribing in every two-year licensing period, as required by Vermont law and the Board’s Rules for CME. Physicians are referred to the Physicians’ Manual of the U.S. Drug Enforcement Administration for specific rules and regulations governing the use of controlled substances. Additional resources are available on the DEA’s website at www.deadiversion.usdoj.gov. This policy, other Board of Medical Practice communications regarding prescribing, and any other relevant Vermont policies or regulations are made available on the Board’s website, http://healthvermont.gov/hc/med_board/bmp.aspx.

L. PRACTICE SYSTEMS: The Board recommends that physicians ensure that their practices establish systems and processes to help practice effectively, safely, and in accordance with this policy. Consistent processes and training of staff will allow for better care, deter misuse and diversion, and protect the patient and the physician. Examples of systems follow:

- The law and regulations surrounding VPMS allow for use of delegates to perform checks. It is not necessary for the physician to check the system, so the Board encourages establishment of a process that provides for office staff to get the needed information from VPMS for the provider.
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Addiction is a primary, chronic, neurobiologic disease, whose development and manifestations are influenced by genetic, psychosocial, and environmental factors. Addiction often is said to be characterized by behaviors that include impaired control over drug use, craving, compulsive use, and continued use despite harm.

A new definition, adopted by the American Society of Addiction Medicine in 2011, describes addiction as “a primary, chronic disease of brain reward, motivation, memory and related circuitry. Dysfunction in these circuits leads to characteristic biological, psychological, social and spiritual manifestations. This is reflected in an individual pathologically pursuing reward and/or relief by substance use and other behaviors. Addiction is characterized by inability to consistently abstain, impairment in behavioral control, craving, diminished recognition of significant problems with one’s behaviors and interpersonal relationships, and a dysfunctional emotional response. Like other chronic diseases, addiction often involves cycles of relapse and remission. Without treatment or engagement in recovery activities, addiction is progressive and can result in disability or premature death.”

(As discussed below, physical dependence and tolerance are expected physiological consequences of extended opioid therapy for pain and in this context do not indicate the presence of addiction.)

Controlled Substance: A controlled substance is a drug that is subject to special requirements under the federal Controlled Substances Act of 1970 (CSA), which is designed to ensure both the availability and control of regulated substances. Under the CSA, availability of regulated drugs for medical purposes is accomplished through a system that establishes quotas for drug production and a distribution system that closely monitors the importation, manufacture, distribution, prescribing, dispensing, administering, and possession of controlled drugs. Civil and criminal sanctions for serious violations of the statute are part of the government’s control apparatus. The Code of Federal Regulations (Title 21, Chapter 2) implements the CSA. The CSA provides guidance in the form of factors that must be considered by the FDA and DEA. In granting regulatory authority to these agencies, the Congress noted that both public health and public safety needs are important and that neither takes primacy over the other. To accomplish this, the Congress provided guidance in the form of factors that must be considered by the FDA and DEA when assessing public health and safety issues related to a new drug or one that is being considered for rescheduling or removal from control.

The CSA does not limit the amount of drug prescribed, the duration for which it is prescribed, or the period for which a prescription is valid (although some states do impose such limits).

Most potent opioid analgesics are classified in Schedules II or III under the CSA, indicating that they have a significant potential for abuse and a currently accepted medical use in treatment in the U.S. (with certain restrictions), and that abuse of the drug may lead to severe psychological or physical dependence. Although the scheduling system provides a rough guide to abuse potential, it should be recognized that all controlled medications have some potential for abuse.

Dependence: Physical dependence is a state of biologic adaptation that is evidenced by a class-specific withdrawal syndrome when the drug is abruptly discontinued or the dose rapidly reduced, and/or by the administration of...
an antagonist. It is important to distinguish addiction from the type of physical dependence that can and does occur within the context of good medical care, as when a patient on long-term opioid analgesics for pain becomes physically dependent on the analgesic. This distinction is reflected in the two primary diagnostic classification systems used by health care professionals: the International Classification of Mental and Behavioural Disorders, 10th Edition (ICD-10) of the World Health Organization, and the Diagnostic and Statistical Manual (DSM) of the American Psychiatric Association. In the DSM-IV-TR, a diagnosis of “substance dependence” meant addiction. In the upcoming DSM V, the term dependence is reestablished in its original meaning of physiological dependence. When symptoms are sufficient to meet criteria for substance misuse or addiction, the term “substance use disorder” is used, accompanied by severity ratings.

It may be important to clarify this distinction during the informed consent process, so that the patient (and family) understands that physical dependence and tolerance are likely to occur if opioids are taken regularly over a period of time, but that the risk of addiction is relatively low, although estimates do vary. Discontinuing chronic opioid therapy may be difficult, even in the absence of addiction. According to the World Health Organization, “The development of tolerance and physical dependence denote normal physiologic adaptations of the body to the presence of an opioid.” Consequently, physical dependence alone is neither necessary nor sufficient to diagnose addiction.

Diversion: Drug diversion is defined as the intentional transfer of a controlled substance from authorized to unauthorized possession or channels of distribution. The federal Controlled Substances Act (21 U.S.C. §§ 801 et seq.) establishes a closed system of distribution for drugs that are classified as controlled substances. Records must be kept from the time a drug is manufactured to the time it is dispensed. Health care professionals who are authorized to prescribe, dispense, and otherwise control access to such drugs are required to register with the DEA.

Pharmaceuticals that make their way outside this closed distribution system are said to have been “diverted,” and the individuals responsible for the diversion (including patients) are in violation of federal and Vermont law. Experience shows that the degree to which a prescribed medication is misused depends in large part on how easily it is redirected (diverted) from the legitimate distribution system.

Misuse: The term misuse (also called nonmedical use) encompasses all uses of a prescription medication other than those that are directed by a physician and used by a patient within the law and the requirements of good medical practice.

Opioid: An opioid is any compound that binds to an opioid receptor in the central nervous system (CNS). The class includes both naturally occurring and synthetic or semi-synthetic opioid drugs or medications, as well as endogenous opioid peptides.

Most physicians use the terms “opiate” and “opioid” interchangeably, but toxicologists (who perform and interpret drug tests) make a clear distinction between them. “Opioid” is the broader term because it includes the entire class of agents that act at opioid receptors in the CNS, whereas “opiates” refers to natural compounds derived from the opium plant but not semisynthetic opioid derivatives of opiates or completely synthetic agents. Thus, drug tests that are “positive for opiates” have detected one of these compounds or a metabolite of heroin, 6-monooacetyl morphine (MAM). Drug tests that are “negative for opiates” have found no detectable levels of opiates in the sample, even though other opioids that were not tested for—including the most common currently used and misused prescription opioids—may be present in the sample that was analyzed.

Pain: An unpleasant and potentially disabling sensory and emotional experience associated with actual or potential tissue damage or described in terms of such damage.

Acute pain is the normal, predictable physiological response to a noxious chemical, thermal or mechanical stimulus and typically is associated with invasive procedures, trauma and disease. Acute pain generally is time-limited, lasting six weeks or less.

Chronic pain is a state in which pain persists beyond the usual course of an acute disease or healing of an injury (e.g., more than three months). It may or may not be associated with an acute or chronic pathologic process that causes continuous or intermittent pain over a period of months or years.

Chronic non-cancer related pain is chronic pain that is not associated with active cancer and does not occur at the end of life.

Opioid-induced hyperalgesia may develop as a result of long-term opioid use in the treatment of chronic
pain. Primary hyperalgesia is pain sensitivity that occurs directly in the damaged tissues, while secondary hyperalgesia occurs in surrounding undamaged tissues. Human and animal studies have demonstrated that primary or secondary hyperalgesia can develop in response to both chronic and acute exposure to opioids. Hyperalgesia can be severe enough to warrant discontinuation of opioid treatment.

**Tolerance:** Tolerance is a state of physiologic adaptation in which exposure to a drug induces changes that result in diminution of one or more of the drug's effects over time. Tolerance is common in opioid treatment, has been demonstrated following a single dose of opioids, and is not the same as addiction.

**Trial Period:** A period of time during which the efficacy of an opioid for treatment of an individual's pain is tested to determine whether the treatment goals can be met in terms of reduction of pain and restoration of function. If the goals are not met, the opioid dose may be adjusted, a different opioid substituted, an adjunctive therapy added, or use of opioids discontinued and an alternative approach to pain management selected.

**Universal Precautions:** The concept of universal precautions is borrowed from an infectious disease model of the same name to underscore its comparability to practices in other areas of medicine. The concept recognizes that all patients have a level of risk that can only be estimated initially, with the estimate modified over time as more information is obtained. The 10 essential steps of universal precautions can be summarized as follows:

1. Make a diagnosis with an appropriate differential.
2. Conduct a patient assessment, including risk for substance use disorders.
3. Discuss the proposed treatment plan with the patient and obtain informed consent.
4. Have a written treatment agreement that sets forth the expectations and obligations of both the patient and the treating physician.
5. Initiate an appropriate trial of opioid therapy, with or without adjunctive medications.
6. Perform regular assessments of pain and function.
7. Reassess the patient's pain score and level of function.
8. Regularly evaluate the patient in terms of the "5 A's": Analgesia, Activity, Adverse effects, Aberrant behaviors, and Affect.
9. Periodically review the pain diagnosis and any comorbid conditions, including substance use disorders, and adjust the treatment regimen accordingly.
10. Keep careful and complete records of the initial evaluation and each follow-up visit.

By acknowledging the fact that there are no signs that invariably point to substance use disorder, the universal precautions encourage a consistent and respectful approach to the assessment and management of pain patients, thereby minimizing stigma, improving patient care, and reducing overall risk.

*Adopted by Board motion passed at the meeting held on April 2, 2014.*
References


Vermont Board of Medical Practice


80. National Summit for Opioid Safety: Project ROAM and Physicians for Responsible Opioid Prescribing: October 31 and November 1, 2012; Seattle, WA.

FSMB Work Group on the Appropriate Use of Opioid Analgesics in the Treatment of Chronic Pain

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Agreement for Opioid Maintenance Therapy for Non-cancer/cancer Pain

The purpose of this agreement is to give you information about the medications you will be taking for pain management and to assure that you and your physician comply with all state and federal regulations concerning the prescribing of controlled substances. A trial of opioid therapy can be considered for moderate to severe pain with the intent of reducing pain and increasing function. The physician's goal is for you to have the best quality of life possible given the reality of your clinical condition. The success of treatment depends on mutual trust and honesty in the physician/patient relationship and full agreement and understanding of the risks and benefits of using opioids to treat pain.

1. **You should use one** physician to prescribe and monitor all opioid medications and adjunctive analgesics.

2. **You should use one** pharmacy to obtain all opioid prescriptions and adjunctive analgesics prescribed by your physician.

   Pharmacy

   Telephone Number

3. You should inform your physician of all medications you are taking, including herbal remedies, since opioid medications can interact with over-the-counter medications and other prescribed medications, especially cough syrup that contains alcohol, codeine or hydrocodone.

4. You will be seen on a regular basis and given prescriptions for enough medication to last from appointment to appointment, plus usually two to three days extra. This extra medication is **not** to be used without the explicit permission of the prescribing physician unless an emergency requires your appointment to be deferred one or two days.

5. Prescriptions for pain medicine or any other prescriptions will be done only during an office visit or during regular office hours. **No** refills of any medications will be done during the evening or on weekends.

6. You must bring back all opioid medications and adjunctive medications prescribed by your physician in the original bottles.

7. You are responsible for keeping your pain medication in a safe and secure place, such as a locked cabinet or safe. You are expected to protect your medications from loss or theft. Stolen medications should be reported to the police and to your physician immediately. If your medications are lost, misplaced or stolen, your physician may choose not to replace the medications or to taper and discontinue the medications.

8. You may not give or sell your medications to any other person under any circumstances. If you do, you may endanger that person's health. It is also against the law.

9. Any evidence of drug hoarding, acquisition of any opioid medication or adjunctive analgesia from other physicians (which includes emergency rooms), uncontrolled dose escalation or reduction, loss of prescriptions, or failure to follow the agreement may result in termination of the doctor/patient relationship.

10. You will communicate fully to your physician to the best of your ability at the initial and all follow-up visits your pain level and functional activity along with any side effects of the medications. This information allows your physician to adjust your treatment plan accordingly.

11. You should not use any illicit substances, such as cocaine, marijuana, etc. while taking these medications. This may result in a change to your treatment plan, including safe discontinuation of your opioid medications when applicable or complete termination of the doctor/patient relationship.
12. The use of alcohol and opioid medications is contraindicated.

13. You agree and understand that your physician reserves the right to perform random or unannounced urine drug testing. If requested to provide a urine sample, you agree to cooperate. If you decide not to provide a urine sample, you understand that your doctor may change your treatment plan, including safe discontinuation of your opioid medications when applicable or complete termination of the doctor/patient relationship. The presence of a non-prescribed drug(s) or illicit drug(s) in the urine can be grounds for termination of the doctor/patient relationship. Urine drug testing is not forensic testing, but is done for your benefit as a diagnostic tool and in accordance with certain legal and regulatory materials on the use of controlled substances to treat pain.

14. There are side effects with opioid therapy, which may include, but not exclusively, skin rash, constipation, sexual dysfunction, sleeping abnormalities, sweating, edema, sedation, or the possibility of impaired cognitive (mental status) and/or motor ability. Overuse of opioids can cause decreased respiration (breathing).

15. Physical dependence and/or tolerance can occur with the use of opioid medications.

**Physical dependence** means that if the opioid medication is abruptly stopped or not taken as directed, a withdrawal symptom can occur. This is a normal physiological response. The withdrawal syndrome could include, but not exclusively, sweating, nervousness, abdominal cramps, diarrhea, goose bumps, and alterations in one’s mood.

16. If you have a history of alcohol or drug misuse/addiction, you must notify the physician of such history since the treatment with opioids for pain may increase the possibility of relapse. A history of addiction does not, in most instances, disqualify one for opioid treatment of pain, but starting or continuing a program for recovery is a must.

17. You agree to allow your physician to contact any health care professional, family member, pharmacy, legal authority, or regulatory agency to obtain or provide information about your care or actions if the physician feels it is necessary.

18. You agree to a family conference or a conference with a close friend or significant other if the physician feels it is necessary.

The above agreement has been explained to me by [INSERT PRESCRIBER NAME HERE] I agree to its terms so that [INSERT PRESCRIBER NAME HERE] can provide quality pain management using opioid therapy to decrease my pain and increase my function.

**Patient’s Signature**

**Date**

**Witness’s Signature**

**Date**

*Created by Howard A. Heit MD, FACP, FASAM*
Management of Chronic Opioid Protocol

**PURPOSE**
To provide standardized tools and a highly reliable process for caring for patients who require chronic opioid use.

**PROCEDURE**
The following protocol should be initiated for non-palliative long-term patients for whose Schedule II and III opioid use exceeds 90 days or if opioid use exceeding 90 days is anticipated at the initiation of therapy and when prescribing any patient an extended release hydrocodone without Abuse Deterrent Formulations (i.e. Zohydro) of any duration. Protocol initiation for Schedule IV opioids is strongly recommended but not required.

*NOTE WELL: VMPS Requirements extend beyond this definition. See VPMS Section of Protocol*

Appendix A: Prescription Agreement
Appendix B: Informed Consent
Appendix C: Pain Management Smart Phrase
Appendix D: Prescription Pick Up Log
Appendix E: Pill Count Flowsheet
Appendix F: SOAPP-R
Appendix G: 5A’s Smart Phrase
Appendix H: SF-8
Appendix I: Oswestry Neck
Appendix J: Revised Oswestry Low Back Pain
Appendix K: Roland Morris - RDQ
Appendix L: CDAI
Appendix M: FIQR
Appendix N: COMM
Appendix O: Tapering/Titration/Weaning Recommendations
Appendix P: VPMS Smart Phrase
Appendix Q: Opioid Withdrawal Smart Phrase
Appendix R: Adverse Effects Document
Appendix S: Documentation Tool Grid
Appendix T: Urine Drug Screen Collection Procedure
Appendix U: Removing Chronic Opioid Modifier
Appendix V: Urine Collection Temperature Cup Instructions
Appendix W: Tip Sheet for Reordering Controlled Substances
APPENDIX A

Prescription Agreement

1. The provider will review and discuss the prescription agreement with the patient and obtain signatures.
2. The prescription agreement will be scanned into PRISM utilizing Consent document type with "Opioid Agreement" as the description.
3. Prescription agreements will be reviewed and updated as needed.
4. Form is available from Print Shop in hard copy or as letter "FA AMB PRESCRIPTION AGREEMENT" in the PRISM system.

### AGREEMENT FOR USING CONTROLLED SUBSTANCES

Opioid (Narcotic)  Benzodiazepine  Stimulant  Other Class (name) 

Because of the risk of these medications, prescribing controlled substances must be done in an organized and carefully documented manner. Prescribing is limited by both state and federal law. Both the prescriber and patient have a responsibility for the safe and effective use of controlled substances. To achieve this, the following conditions apply:

- Prescriptions will be written by only one provider. If that provider is unavailable, the office will make appropriate arrangements.
- Prescriptions will be filled at only one pharmacy.
- Prescriptions will be picked up by the patient or Designee with identification. Designee name.
- Medications will be refilled during: office visits or other.
- Controlled substances will not be prescribed by the on-call physician.
- In order to treat pain effectively, factors beyond physical symptoms need to be addressed. It is therefore important to include the patient’s support structure (such as family and friends) in the treatment process. By signing below, the patient agrees to allow the provider to be in contact with the support person noted below, in relation to the treatment regimen.

The prescribing provider agrees to:

- Treat the patient with concern and respect.
- Formulate a thoughtful and medically appropriate treatment plan for the patient’s pain or other symptoms.
- Document the patient’s dose, frequency and date of last prescription in the patient’s chart.

The patient agrees to:

- Take medications as prescribed. Do NOT adjust medications without consulting with the prescribing provider.
- Bring prescribed medication to every office visit, where a pill count may be done.
- Provide a written summary of the names and frequency of all medications the patient is taking.
- Allow the prescribing provider to communicate with any consulting provider, including the Emergency Department and any pharmacist.
- Report loss or accidental destruction to the office. Report theft of medication immediately to the police and the office. Medication or prescriptions may NOT be replaced. A pattern of loss or theft of prescriptions may be grounds for discontinuation of treatment.
- Inform any other provider the patient may receive care from (for example, the emergency room or an oral surgeon) that there is a controlled substance prescription agreement with the prescribing provider.
- Inform the prescribing provider if the patient receives controlled substances from another provider.
- Permit unannounced, unscheduled urine drug testing and pill counts, to measure use of medication and to check for illicit drugs. Drug testing may NOT be covered by insurance company, in which case the patient is responsible for those costs.
- Follow the prescribing provider’s recommendations regarding evaluation, treatment, and follow-up.
- Follow the prescribing provider’s advice regarding stopping narcotic treatment when it is no longer medically advisable.
If either the patient or the provider does not fulfill this agreement, any or all of the following steps may be taken:

- Limited dispensing of medications (such as only a day’s or week’s supply at one time)
- Gradually decreasing medications until they are discontinued
- Alternative symptom management methods (including non-pharmacologic means)
- Referral for counseling

I have had the opportunity to review the above agreement for long term controlled substance therapy. I have been given the opportunity to ask questions about the risks and benefits of the proposed treatment. I have been provided an informed consent on this treatment. I accept the risks and conditions outlined above.

Patient Signature ___________________________________________ Date _________________

Family Member / Support Person Signature ______________________ Date _________________

Physician Signature _________________________________________ Date _________________
APPENDIX B

Informed Consent

1. The provider will review and discuss the informed consent with the patient and obtain signatures.
2. The informed consent will be scanned into PRISM utilizing Consent document type, with “Opioid Consent” as the description.
3. Informed consent will be discussed and updated as needed.
4. Form is available from Print Shop in hard copy or as letter “FA AMB INFORMED CONSENT” in the PRISM system.

Chronic pain is a condition that requires many treatment approaches which may include medications, physical therapy, mind-body counseling, anesthetic intervention, and others. If your doctor has recommended using opioids to treat your chronic pain, you should know that some types of pain do not respond to opioids and in some cases pain may worsen. It is important for you to understand the following:

- The goal of opioid use in chronic pain is to improve function and if possible, to provide pain relief.
- There are many different types of opioids and many different kinds of reactions, depending on the person.

SIDE EFFECTS

Common side effects with the use of opioids may include feeling drowsy, constipation, sweating, itching, and making your thinking cloudy. With all opioids, there may be withdrawal upon discontinuation of use. Side effects may also include mood changes (including worsening depression), sleep pattern changes, effects on the hormones, resulting in decreased levels of testosterone and lowering body temperature. Opioids may worsen sleep apnea.

Less common side effects - Opioids may have some effects on the immune system. Opioids may worsen pain and cause increased sensitivity to pain. Opioids may cause hyperallergic reactions, gallbladder function issues, or interference with smooth muscle function. Opioid use may be associated with unexpected death.

Note well: Due to sedation effects, caution must be used prior to driving any vehicle.

Drug interaction - Opioids must be used with caution with alcohol, benzodiazepines (tranquilizers), and sleeping medications, because these substances can interfere with your breathing ability.

OPIOID ADDICTION

Some people can become addicted to opioids – especially those people who have developed other substance abuse problems. Signs that you have become addicted include using the drug when you are in a bad mood or under stress, and continuing to use it even when it is no longer useful for your pain.

Your responsibility – If you notice that you are using your medication for symptoms other than treating your chronic pain, please share this information with us. We can help you.

The health care teams responsibility – We have a responsibility to help treat addiction. We will routinely ask you about your medication use, may ask you to bring your medication in for a pill count, ask for urine samples, and ask if you have concerns about addiction. While these questions may feel uncomfortable it is our job to make sure you stay safe.

SELLING YOUR MEDICATION OR GIVING IT TO OTHERS

Opioid medications have a value on the black market and there may come a time when you are tempted to sell your medicine. It is also common for some people to pressure you into giving them some of your medication. Your medication is regulated by the Drug Enforcement Agency and this is considered a criminal act. We are not required to report these events, but we want to help.

Your responsibility - We want you to live a safe and productive life. If you have been pressured into selling or giving your medicine to someone, please tell us so that we can help you.
APPENDIX B

The health care team’s responsibility – Through pill counts and our own observations we watch all of our patients carefully to make sure they are using their medications appropriately. If you request early refills, lose your medication, or have it stolen, we may request documentation from you.

THEFT
People will want to take your medication from you to get high or sell it. If you have children in the house, it’s possible that one of them may take it by accident.

Your responsibility – Keep your paper prescriptions and your medication in a secure location. If your medicine is stolen, report this to the police and provide us with the officer’s report. Once you leave our clinic you are responsible for your medication and we will not replace it if stolen. Here are some tips:

- Keep your medicine in a safe or lockbox
- If you need to take some medicine with you for the day, only take the pills that you need with you instead of the whole bottle
- Don’t tell people what medication you take

The health care team’s responsibility – If your medicine is stolen, we can find other substances that might treat your symptoms and be less likely to be stolen.

SPECIFIC CONSIDERATIONS FOR YOUR OPIOID USE

Date __________________________

Signature of Patient __________________________________________________________________________

Signature of Family Member ____________________________________________________________________

Signature of Prescriber ____________________________________________
Management of Chronic Opioid Protocol: University of Vermont Medical Center

**PROBLEM LIST**
1. Problem list will be updated to include “Chronic Pain Syndrome (338.4)” as a permanent problem.
2. Add .PAINMANAGEMENT (Appendix C) to the Overview section. Update all fields.
3. Prescription Agreement and Informed Consent must be indicated in the overview section of the problem.
4. Ensure problem list contains appropriate diagnosis explaining location/pain syndrome.
5. Document aberrant patient behaviors in .PAINMANAGEMENT

**HEALTH MAINTENANCE**
1. The use of “Chronic Pain Syndrome (338.4)” and “Chronic Pain (338.29)” on the problem list will automatically add the Chronic Opioid Management Modifier which consists of:
   a. Opioid Informed Consent – One time occurrence, no interval
   b. Opioid Prescription Agreement – One time occurrence, no interval
   c. Vermont Prescription Monitoring System – Interval defaults to annual
   d. Urine Drug Screen – Interval defaults to annual
   e. Pill Count – Interval defaults to annual
   f. Functional Assessment – Interval defaults to annual
   g. Current Opioid Misuse Measurement (COMM) – Interval defaults to annual
2. For patients not meeting the criteria of the protocol, yet have Chronic Pain on their problem list, the Chronic Opioid Management Modifier may be removed. See Appendix U.

**LABORATORY TESTING**

Urine Drug Screen
1. Urine drug screens will be completed by utilizing Urine Drug Screen 6 (D6VAL) and appropriate confirmation tests. The frequency of this testing should be guided clinically and it is strongly recommended that this testing be performed at a minimum annually for all patients under this protocol. Frequency may be adjusted as needed.
2. D6VAL will include Urine Creatinine, Specific Gravity Range and temperature of sample to provide screening for possible tampering/adulteration of sample.
   a. Results will include the following validation statements to support provider assessment:
      i. Normal Physiologic Urine Creatinine and Specific Gravity Range
      ii. Suggest Dilute Specimen
      iii. Suggest Adulterated Specimen
3. Urine sample will be collected using Urine Drug Screen Collection procedure.
4. In the event a urine drug screen needs to be complete externally (i.e. utilization of “Blue Water Process”), results will be scanned into PRISM for future reference. Results do not require manually entry. Urine Drug Screen Health Maintenance Topic will need to be overridden.
5. In the event a provider determines that a Urine Creatinine and Specific Gravity Range are not needed, LAB678 will be utilized which does not include Urine Creatinine or Specific Gravity Range with the drug screen.

<table>
<thead>
<tr>
<th>To Screen for Drugs of Abuse</th>
<th>Urine Drug Screen 6 (D6)</th>
<th>Amphetamine, Barbiturates, Benzodiazepines, Cocaine, Cannabinoids, Opiates (Only Heroin, Codeine and Morphine)</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Screen for Drugs of Abuse RECOMMENDED</td>
<td>Urine Drug Screen 6 Validity (D6VAL)</td>
<td>Amphetamine, Barbiturates, Benzodiazepines, Cocaine, Cannabinoids, Opiates (Only Heroin, Codeine and Morphine) <strong>AND</strong> urine temperature and measurement of specific gravity and creatinine to assess for dilution or adulteration</td>
</tr>
<tr>
<td>To Confirm Use of Current Prescription</td>
<td>Opioid Confirmation</td>
<td>Codeine, Hydrocodone, Morphine, Oxycodone, Oxymorphone, Hydromorphone</td>
</tr>
<tr>
<td>Items not included in above separately</td>
<td>Methadone Confirmation, Fentanyl Confirmation, in above Buprenorphine Confirmation</td>
<td></td>
</tr>
</tbody>
</table>

*Note Well: Contact Laboratory for concerns with false positives (H-2 blockers and cannabinoids) false negatives (clonazepam and benzodiazepines) and unusual metabolic pathways (small amount of hydromorphone from morphine)*
6. The following link will be utilized to guide clinical interpretation of drug screens. FAHC Laboratory will serve as a resource to the provider and confirmation testing will be at the discretion of the provider.

PRESCRIPTION REFILLS
1. Prescription Refills will be provided according to the Prescription Agreement.
2. Prescriptions should be written in increments of 7 to prevent weekend request. (7, 14, 21 or 28 days)
3. Advance planning for refills is strongly recommended to prevent prescribing by multiple providers.
4. Refills will be addressed during office visits (minimum every three months).
5. Prescription refills will not be provided by the on call physician. If the prescribing provider is going to be out of the office, he/she will designate a provider for hand off as appropriate.
6. When writing the prescriptions in PRISM, use the “start”, “end” and “fill” dates appropriately.
7. “Earliest Fill Date” will be populated on the order and display at the end of the “Sig” on the printed prescription.
8. Recommend that Fill Date be the same as Start Date, however the prescription may be refilled up to 72 hours prior to start date per provider discretion.
9. For prescriptions that are written as replacements due to loss or theft of medication or prescription, “Replacement Prescription” will be checked in the order and the language will automatically display on the printed prescription.
10. Clinical staff processing refills will complete the following:
   a. Review of Prescription Agreement
   b. Review of fill date/do not fill before start date
   c. VPMS Process as indicated

PRESCRIPTION PICK UP
1. Patient or Parent/Guardian must present proof of identification at time of prescription pick up.
2. Patient identification will be scanned into PRISM. Do not scan parent/guardian/designee ID into patient’s record.
3. Patient or Parent/Guardian and staff member will complete log indicating pick up (Appendix D).
4. Per Informed Consent, patient may identify a designee for prescription pick up.
5. It is recommended that a patient pick up a prescription. In the event a prescription needs to be mailed, prescriptions must be mailed to the patient’s local pharmacy for pick up.
   a. Prescriptions reported as lost in the mail may not be replaced.

PILL COUNTS
1. Prescribing provider will inform the patient that pill counts may be requested at any time as noted in Prescription Agreement.
2. Pill counts will be obtained when requested by the provider at an office visit and at random times (both in and out of office). Out of office pill counts may be completed in collaboration with the patients Primary Care Provider.
3. Frequency of pill counts will be determined and tracked utilizing Health Maintenance functionality.
   a. Recommend completion, at a minimum, annually.
4. It is recommended that patients bring all their medications to every visit, in the original bottles.
5. If the patient is selected via randomization, the patient is informed of the request for random pill count via telephone encounter and a nurse visit is scheduled the same business day.
   a. See Registry section of this protocol for randomization process.
6. The patient, a licensed staff member and a staff witness (may be clinical or support staff) must be in the room when the pill count is conducted. All three are considered witnesses.
7. The nurse will perform hand hygiene before/after the pill count and wear gloves.
8. For pill counts from a prescription bottle, a sterile tray and plastic knife (same as used in a pharmacy) will be used to complete the process and may be ordered through Mediclik.
9. For pill counts from a prescription bottle, empty the medication out onto the tray
10. For pill counts from bubble packs, verify integrity of packaging.
11. Verify by color/shape/size/imprint on the pill and that the pill represents what is on the prescription bottle/bubble pack.
   a. The following web link may be used for verification:
12. The nurse will check the date the prescription was filled and calculate quantity left based upon sig.
13. Document completion of pill count in the patient’s record chart using the Pill Count Flowsheet (Appendix E). This documentation will be pulled into a note using PILLCOUNT.
14. For pill counts from a prescription bottle, return medication to the original container
15. Return prescription bottle/bubble packs to patient in front of patient and witness.
16. For pill counts conducted outside of a provider office visit, send results to PCP for review by routing the nurse visit encounter to the provider.
   a. A discrepancy will be sent to the provider as high priority.
   b. Reason for Visit will be documented as “Pill Count”.
17. For pill counts conducted during a provider visit:
   a. Staff will discuss need for pill count during session huddle (Primary Care) or with provider in advance of the visit to facilitate completion of pill count prior to provide interaction with the patient.
   b. For pill counts which fail to match, in addition to documenting in the visit encounter, the provider will be notified verbally by the staff completing the count.
18. Upon completion of pill count, Health Maintenance Topic will be satisfied.

PATIENT ASSESSMENT
Initiation of Therapy
1. Complete initial assessment tool
   a. SOAPP-R (Appendix F)

Continuation of Therapy
1. Level of function will be evaluated at each functional follow up visit.
2. Each functional follow up visit should include a functional evaluation with documentation of the “5 A’s”:
   Analgesia, Activities of daily living (i.e., physical psychological and social functioning), Adverse Effects, Affect and Aberrant drug-related behaviors.
   a. 5AS (Appendix G)
   b. To occur with every visit, which is at a minimum every three months
3. Screening for Aberrant Behavior:
   a. COMM (Appendix N)
4. A re-evaluation should be done annually and will be tracked utilizing Health Maintenance functionality. In addition to using the “5 A’s” documentation tool for re-evaluation, the following tools are recommended for annual use, as appropriate:
   a. Functional Assessment:
      i. SF – 8: For general functional assessment if no other specific tool available (Appendix H)
      ii. Oswestry Neck: For functional assessment related to chronic neck pain (Appendix I)
      iii. Revised Oswestry Low Back Pain: For functional assessment related to chronic back pain (Appendix J)
      v. CDAI: Clinical Disease Activity Index for Arthritis (Appendix L)
      vi. FIQR: For functional assessment related to fibromyalgia (Appendix M)
   b. Adverse Effects (Appendix R)
      i. Recommended use with concerns, dose changes and annually
**Titration of Therapy** (Appendix O)

1. **OPIOIDWITHDRAWAL**

**PRESCRIBING PRACTICE EVALUATION**

Within each Health Care Service:

1. Provider prescribing practices will be reviewed as part of their Ongoing Professional Practice Evaluation (OPPE) process.
2. Physicians, residents and non-physician providers’ prescribing practice will be adequately monitored through panel management reports.
3. Residents: All notes are reviewed by their preceptor.

**PANEL MANAGEMENT**

1. Three separate reports will be available for review by the prescribing provider on a quarterly basis.
   
   a. Identification of Patients for Protocol
      
      i. **Primary Care Opioid – PC – Identification Crystal Report**
         
         1. Report compiled by PCP for patients with 3 or more opioid prescriptions by provider’s department, with an active opioid prescription on file and who do not have Chronic Pain Syndrome on their problem list
         
         a. Data to be reported over a rolling year
         
         b. Report to be reviewed during Provider/CCA Weekly Meetings
         
         c. Confirm or add appropriate diagnosis explaining location/pain syndrome
            
            i. Add “Chronic Pain Syndrome” to the problem list and mark as a permanent problem.
            
            ii. Add .PAINMANAGEMENT to the Overview section and update all fields to the Overview section as appropriate.

      ii. **Specialty Care**
         
         1. Report compiled by Authorizing Provider for patients with 3 or more opioid prescriptions by provider’s department, with an active opioid prescription on file and who do not have Chronic Pain Syndrome on their problem list
         
         a. Data to be reported over a rolling year
         
         b. Provider to initiate protocol (Addition of Chronic Pain Syndrome to the Problem List and adding .PAINMAGEMENT to the Overview section) or complete a voice to voice hand off to the patient’s Medical Home.

   b. **Any Patient on an Opioid without Abuse Deterrent Formulation**

   c. **Patients on Protocol**
      
      i. Randomization of patients for pill counts and urine drug screens will occur via the report.
      
      ii. **Report data elements:**
         
         1. Number of patients prescribed for (By PCP in Primary Care, by prescriber in Specialty Care)
         
         2. Amount of opioids prescribed (Rx my Dept. Authorized, Unique Auth Provs, Current Med, Total Rx Last Year)
         
         3. Last Urine Drug Screen (date)
         
         4. Last PCP visit (date)
         
         5. Pain score (result and date)
         
         6. Last VPMS Query (date)
         
         7. Prescribing Agreement (y/n)
         
         8. Consent present (y/n)
         
         9. Completion of Functional Assessment (date)
         
         10. Completion of COMM (date)
         
         11. Pill Count (date)
Improving Opioid Prescribing: Sustainable Solutions for Vermont

Management of Chronic Opioid Protocol: University of Vermont Medical Center

12. Prevalence of “red flags”
   a. 4 or more prescribers
   b. Methadone/Suboxone/Buprenorphine use for pain
   c. High dose Rx (> 100mg morphine equivalents)

   iii. Action to take with report:
       1. Review and complete Health Maintenance Topics as appropriate
       2. If patient has not been seen by prescribing provider within past 6 months, schedule appointment for follow up.
       3. Review “red flags” and missing data elements

VERMONT PRESCRIPTION MONITORING SYSTEM (VPMS)

1. Prescribers must query VPMS in the following four circumstances:
   a. At least annually for patients who are receiving ongoing treatment with Opioid Schedule II, III or IV controlled substance
   b. When starting a patient on a Schedule II, III or IV controlled substance for non-palliative long-term pain therapy of 90 days or more
   c. The first time the provider prescribes an opioid Schedule II, III or IV controlled substance written to treat chronic pain
   d. Prior to writing a replacement prescription for a Scheduled II, III or IV controlled substance
      i. Replacement prescriptions are defined as “an unscheduled prescription request in the event that the document on which a patient’s prescription was written or the patient’s prescribed medication is reported to the prescriber as having been lost or stolen.

2. VPMS query will be documented in the patient’s record using .VPMSQUERY and the health maintenance topic will be updated appropriately.

OPIOIDS WITHOUT ABUSE DETERRENT FORMULATIONS (ADF)

1. When prescribing an opioid without ADF (i.e. Zohydro), in addition to the protocol, the following steps must occur:
   a. Clear documentation that an opioid without an ADF is needed to manage severe pain that requires daily, around-the-clock long-term opioid treatment, and that alternative treatment options are ineffective, not tolerated or would be inadequate to provide sufficient management of pain.
   b. In addition to completing the prescription agreement and informed consent, discuss with the patient the increased risks associated with ADFs such as life-threatening respiratory depression, potentially fatal overdose especially in children, neonatal opioid withdrawal symptoms and potentially fatal overdose when interacting with alcohol.
   c. Urine drug screens must be completed at least every 120 days. Adjust Health Maintenance Urine Drug Screen modifier accordingly.
   d. Additional VPMS considerations:
      i. Query must be completed at least every 120 days for patients prescribed 40mg or more per day. Adjust Health Maintenance VPMS modifier accordingly.
      e. Determine a maximum daily dose of a not-to-exceed value for the prescription to be transmitted to the pharmacy.
      f. Prescriptions must be filled within 7 days that do not exceed 30 days in duration.

MULTIDISCIPLINARY ROUNDS

1. On at least a quarterly basis, multidisciplinary rounds are recommended at the site level.
2. The following individuals will be included in the process when applicable:
   a. MD Site Leader
   b. Practice Supervisor
   c. Prescribing Providers
d. Behavioral Health Practitioner
  e. Clinic RN
  f. CHT Team (LCSW)
  g. Hub and Spoke representation

3. Site Registry of patients will be reviewed for the following:
   a. Discrepancies
   b. Joint assessment of coping and engagement in treatment
   c. Joint assessment of risk of opiate use
   d. Treatment plans developed
   e. Identification of patterns of abuse/addiction
   f. Options for patient to be presented back to patient
   g. Review levels of individual patient surveillance
   h. Identification of resources needed for patient

**Monitoring Plan:**
Practice Supervisor and MD Site Leader are responsible for ensuring protocols are followed. Audits as determined by the FAHC Opioid Task Force

**Related Policies/Procedures:**
State of Vermont VPMS Process
Department of Health Emergency Rule Regulating Use of Zohydro

---

**APPENDIX C**

**Pain Management Smart Phase**

Treatment Diagnosis: ***
Appts every (NUMBER:27962) month(s)
Prescribing Provider: ***
Designee for Prescription Pick Up: ***
Notes:

See the HM for last Urine Drug Screen, Pill Count, VPMS, Functional Assessment, COMM, Prescription Agreement and Informed Consent.
## APPENDIX D

Prescription Pick Up Log

**CONTROLLED SUBSTANCE PICK UP VERIFICATION FORM**

<table>
<thead>
<tr>
<th>Individual Picking Up Script</th>
<th>Relationship to Patient</th>
<th>Signature</th>
<th>Date</th>
<th>ID Verified</th>
<th>Staff Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NO</td>
<td></td>
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</tbody>
</table>
APPENDIX E

Pill Count Flowsheet

[Image of a pill count flowsheet with details filled in for Oxycodeone, strength 10 mg, quantity dispensed 30, date dispensed 12/3/2013, directions to take 1 tablet daily, number remaining 12, medication returned to patient yes, medication disposed no, comments, name of witness 1, and name of witness 2.]
APPENDIX F

SOAPP-R

Screener and Opioid Assessment for Patients with Pain - Revised (SOAPP®-R)

The Screener and Opioid Assessment for Patients with Pain - Revised (SOAPP®-R) is a tool for clinicians to help determine how much monitoring a patient on long-term opioid therapy might require. This is an updated and revised version of SOAPP V.1 released in 2003.

Physicians remain reluctant to prescribe opioid medication because of concerns about addiction, misuse, and other aberrant medication-related behaviors, as well as liability and censure concerns. Despite recent findings suggesting that most patients are able to successfully remain on long-term opioid therapy without significant problems, physicians often express a lack of confidence in their ability to distinguish patients likely to have few problems on long-term opioid therapy from those requiring more monitoring.

SOAPP-R is a quick and easy-to-use questionnaire designed to help providers evaluate the patients' relative risk for developing problems when placed on long-term opioid therapy. SOAPP-R is:

- A brief paper and pencil questionnaire
- Developed based on expert consensus regarding important concepts likely to predict which patients will require more or less monitoring on long-term opioid therapy (content and face valid)
- Validated with 500 chronic pain patients
- Simple to score
- 24 items
- <10 minutes to complete
- Ideal for documenting decisions about the level of monitoring planned for a particular patient or justifying referrals to specialty pain clinic.
- The SOAPP-R is for clinician use only. The tool is not meant for commercial distribution.
- The SOAPP-R is NOT a lie detector. Patients determined to misrepresent themselves will still do so. Other clinical information should be used with SOAPP-R scores to decide on a particular patient's treatment.
- The SOAPP-R is NOT intended for all patients. The SOAPP-R should be completed by chronic pain patients being considered for opioid therapy.
- It is important to remember that all chronic pain patients deserve treatment of their pain. Providers who are not comfortable treating certain patients should refer those patients to a specialist.

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APPENDIX F

SOAPP-R

SOAPP®-R

The following are some questions given to patients who are on or being considered for medication for their pain. Please answer each question as honestly as possible. There are no right or wrong answers.

<table>
<thead>
<tr>
<th>Question</th>
<th>Never</th>
<th>Seldom</th>
<th>Sometimes</th>
<th>Often</th>
<th>Very Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. How often do you have mood swings?</td>
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<tr>
<td>2. How often have you felt a need for higher doses of medication to treat your pain?</td>
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<tr>
<td>3. How often have you felt impatient with your doctors?</td>
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<tr>
<td>4. How often have you felt that things are just too overwhelming that you can't handle them?</td>
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<tr>
<td>5. How often is there tension in the home?</td>
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<tr>
<td>6. How often have you counted pain pills to see how many are remaining?</td>
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<tr>
<td>7. How often have you been concerned that people will judge you for taking pain medication?</td>
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<tr>
<td>8. How often do you feel bored?</td>
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<tr>
<td>9. How often have you taken more pain medication than you were supposed to?</td>
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<tr>
<td>10. How often have you worried about being left alone?</td>
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<tr>
<td>11. How often have you felt a craving for medication?</td>
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<tr>
<td>12. How often have others expressed concern over your use of medication?</td>
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</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Question</th>
<th>Never</th>
<th>Seldom</th>
<th>Sometimes</th>
<th>Often</th>
<th>Very Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>13. How often have any of your close friends had a problem with alcohol or drugs?</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>14. How often have others told you that you had a bad temper?</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>15. How often have you felt consumed by the need to get pain medication?</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>16. How often have you run out of pain medication early?</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>17. How often have others kept you from getting what you deserve?</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>18. How often, in your lifetime, have you had legal problems or been arrested?</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>19. How often have you attended an AA or NA meeting?</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>20. How often have you been in an argument that was so out of control that someone got hurt?</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>21. How often have you been sexually abused?</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>22. How often have others suggested that you have a drug or alcohol problem?</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>23. How often have you had to borrow pain medications from your family or friends?</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>24. How often have you been treated for an alcohol or drug problem?</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

*Please include any additional information you wish about the above answers. Thank you.

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APPENDIX F

SOAPP-R

Scoring Instructions for the SOAPP®-R®

All 24 questions contained in the SOAPP®-R have been empirically identified as predicting aberrant medication-related behavior six months after initial testing.

To score the SOAPP, add the ratings of all the questions. A score of 18 or higher is considered positive.

<table>
<thead>
<tr>
<th>Sum of Questions</th>
<th>SOAPP-R Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; or = 18</td>
<td>+</td>
</tr>
<tr>
<td>&lt; 18</td>
<td>-</td>
</tr>
</tbody>
</table>

What does the Cutoff Score Mean?

For any screening test, the results depend on what cutoff score is chosen. A score that is good at detecting patients at-risk will necessarily include a number of patients that are not really at risk. A score that is good at identifying those at low risk will, in turn, miss a number of patients at risk. A screening measure like the SOAPP-R generally endeavors to minimize the chances of missing high-risk patients. This means that patients who are truly at low risk may still get a score above the cutoff. The table below presents several statistics that describe how effective the SOAPP-R is at different cutoff values. These values suggest that the SOAPP-R is a sensitive test. This confirms that the SOAPP-R is better at identifying who is at high risk than identifying who is at low risk. Clinically, a score of 18 or higher will identify 81% of those who actually turn out to be at high risk. The Negative Predictive Values for a cutoff score of 18 is .87, which means that most people who have a negative SOAPP-R are likely at low-risk. Finally, the Positive likelihood ratio suggests that a positive SOAPP-R score (at a cutoff of 18) is 2.5 times (2.53 times) as likely to come from someone who is actually at high risk (note that, of these statistics, the likelihood ratio is least affected by prevalence rates). All this implies that by using a cutoff score of 18 will ensure that the provider is least likely to miss someone who is really at high risk. However, one should remember that a low SOAPP-R score suggests the patient is very likely at low-risk, while a high SOAPP-R score will contain a larger percentage of false positives (about 30%); at the same time retaining a large percentage of true positives. This could be improved, so that a positive score has a lower false positive rate, but only at the risk of missing more of those who actually do show aberrant behavior.

<table>
<thead>
<tr>
<th>SOAPP-R Cutoff Score</th>
<th>Sensitivity</th>
<th>Specificity</th>
<th>Positive Predictive Value</th>
<th>Negative Predictive Value</th>
<th>Positive Likelihood Ratio</th>
<th>Negative Likelihood Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Score 17 or above</td>
<td>.83</td>
<td>.65</td>
<td>.56</td>
<td>.88</td>
<td>2.38</td>
<td>.26</td>
</tr>
<tr>
<td>Score 18 or above</td>
<td>.81</td>
<td>.68</td>
<td>.57</td>
<td>.87</td>
<td>2.53</td>
<td>.29</td>
</tr>
<tr>
<td>Score 19 or above</td>
<td>.77</td>
<td>.75</td>
<td>.62</td>
<td>.86</td>
<td>3.03</td>
<td>.31</td>
</tr>
</tbody>
</table>

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APPENDIX F

SOAPP-R

How does the SOAPP-R help determine appropriate treatment?
The SOAPP-R should only be one step in the assessment process to determine which patients are high-risk for opioid misuse. The following discussion examines the assessment and treatment options for chronic pain patients who are at risk (high risk or medium risk) and those who are likely not at risk.

Who is at a high risk for opioid misuse? (SOAPP-R score = 22 or greater*)
Patients in this category are judged to be at a high risk for opioid misuse. These patients have indicated a history of behaviors or beliefs that are thought to place them at a higher risk for opioid misuse. Some examples of these behaviors or beliefs include a current or recent history of alcohol or drug abuse, being discharged from another physician’s care because of his/her behavior, and regular noncompliance with physicians’ orders. These patients may have misused other prescription medications in the past. It is a good idea to review the SOAPP-R questions with the patient, especially those items the patient endorsed. This will help flesh out the clinical picture, so the provider can be in the best position to design an effective, workable treatment plan.

Careful and thoughtful planning will be necessary for patients in this category. Some patients in this category are probably best suited for other therapies or need to exhaust other interventions prior to entering a treatment plan that includes chronic opioid therapy. Others may need to have psychological or psychiatric treatment prior to or concomitant with any treatment involving opioids. Patients in this category who receive opioid therapy should be required to follow a strict protocol, such as regular urine drug screens, opioid compliance checklists, and counseling.

Specific treatment considerations for patients in this high-risk category:
• Past medical records should be obtained and contact with previous and current providers should be maintained.
• Patients should also be told that they would be expected to initially give a urine sample for a toxicology screen during every clinic visit. They should also initially be given medication for limited periods of time (e.g., every 2-weeks).
• Ideally, family members should be interviewed and involvement with an addiction medicine specialist and/or mental health professional should be sought.
• Less abusable formulations should be considered (e.g., long-acting versus short-acting opioids, transdermal versus oral preparation, tamper-resistant medications).
• Early signs of aberrant behavior and a violation of the opioid agreement should result in a change in treatment plan. Depending on the degree of violation, one might consider more restricted monitoring, or, if resources are limited, referring the patient to a program where opioids can be prescribed under stricter conditions. If violations or aberrant behaviors persist, it may be necessary to discontinue opioid therapy.

* Note these are general ranges. Clinicians should also complement SOAPP scores with other clinical data such as urine screens and psychological evaluations.

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Who is at a moderate risk for opioid misuse? (SOAPP-R score = 10 to 21*)

Patients in this category are judged to be at a medium or moderate risk for opioid misuse. These patients have indicated a history of behaviors or beliefs that are thought to place them at some risk for misuse. Some examples of these behaviors or beliefs are family history of drug abuse, history of psychological issues such as depression or anxiety, a strong belief that medications are the only treatments that will reduce pain and a history of noncompliance with other prescription medications. It is a good idea to review the SOAPP-R items the patient endorsed with the patient present.

Some of these patients are probably best treated by concomitant psychological interventions in which they can learn to increase their pain-coping skills, decrease depression and anxiety, and have more frequent monitoring of their compliance. They may need to be closely monitored until proven reliable by not running out of their medications early and having appropriate urine drug screens.

Additional treatment considerations for patients in this category:
- Periodic urine screens are recommended.
- After a period in which no signs of aberrant behavior are observed, less frequent clinic visits may be indicated. If there are any violations of the opioid agreement, then regular urine screens and frequent clinic visits would be recommended.
- After two or more violations of the opioid agreement, an assessment by an addiction medicine specialist and/or mental health professional should be mandated.
- After repeat violations referral to a substance abuse program would be recommended. A recurrent history of violations would also be grounds for tapering and discontinuing opioid therapy.

* Note these are general ranges. Clinicians should also complement SOAPP scores with other clinical data such as urine screens and psychological evaluations.

Who is at a low risk for opioid misuse? (SOAPP-R score < 9*)

Patients in this category are judged to be at a low risk for opioid misuse. These patients have likely tried and been compliant with many other types of therapies. They should be able to handle their medication safely with minimal monitoring. They are apt to be responsible in their use of alcohol, not smoke cigarettes, and have no history of previous difficulties with alcohol, prescription drugs, or illegal substances. This patient probably reports few symptoms of affective distress, such as depression or anxiety.

As noted previously, the SOAPP-R is not a lie detector. The provider should be alert to inconsistencies in the patient report or a collateral report. Any sense that the patient’s story “doesn’t add up” should lead the provider to take a more cautious approach until experience suggests that the person is reliable.

Patients in this category would be likely to have no violations of the opioid treatment agreement. These patients are least likely to develop a substance abuse disorder. Additionally, they may not require special monitoring or concomitant psychological treatment.

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APPENDIX F
SOAPP-R

Additional treatment considerations for patients in this category:
- Review of SOAPP-R questions is not necessary, unless the provider is aware of inconsistencies or other anomaly in patient history/report.
- Frequent urine screens are not indicated.
- Less worry is needed about the type of opioid to be prescribed and the frequency of clinic visits.
- Efficacy of opioid therapy should be re-assessed every six months, and urine toxicology screens and update of the opioid therapy agreement would be recommended annually.

* Note these are general ranges. Clinicians should also complement SOAPP scores with other clinical data such as urine screens and psychological evaluations.

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APPENDIX G

5A’s Smart Phrase

Appendix P: VPMS Query Smart Phrase

VPMSQUERY

The Vermont Prescription Monitoring System query has been completed per the following requirement(s): [VPMS QUERY 29128]

Annual Verification
Non-Palliative Long Term Pain Therapy
Initial Prescription for Chronic Pain
Replacement Prescription
Zohydro 40mg

***
**APPENDIX H**

**SF-8**

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, how would you rate your health during the <strong>past 4 weeks</strong>?</td>
<td>Excellent, Very Good, Good, Fair, Poor, Very Poor</td>
</tr>
<tr>
<td>2. During the <strong>past 4 weeks</strong>, how much did physical health problems</td>
<td>Not at all, Very little, Somewhat, Quite a lot, Could not do physical</td>
</tr>
<tr>
<td>3. During the <strong>past 4 weeks</strong>, how much difficulty did you have doing</td>
<td>Not at all, Very little, Somewhat, Quite a lot, Could not do daily work</td>
</tr>
<tr>
<td>4. How much <strong>bodily</strong> pain have you had during the <strong>past 4 weeks</strong>?</td>
<td>None, Very mild, Mild, Moderate, Severe, Very severe</td>
</tr>
<tr>
<td>5. During the <strong>past 4 weeks</strong>, how much energy did you have?</td>
<td>Very much, Quite a lot, Some, A little, None</td>
</tr>
<tr>
<td>6. During the <strong>past 4 weeks</strong>, how much did your physical health or</td>
<td>Not at all, Very little, Somewhat, Quite a lot, Could not do social activities</td>
</tr>
<tr>
<td>7. During the <strong>past 4 weeks</strong>, how much have you been bothered by</td>
<td>Not at all, Slightly, Moderately, Quite a lot, Extremely</td>
</tr>
<tr>
<td>8. During the <strong>past 4 weeks</strong>, how much did personal or emotional</td>
<td>Not at all, Very little, Somewhat, Quite a lot, Could not do daily activities</td>
</tr>
</tbody>
</table>

*Thank you for completing these questions.*
APPENDIX I

Oswestry Neck

NAME: ______________________ DATE: ______________________

PDR Oswestry Neck Pain Questionnaire
This questionnaire is designed to enable us to understand how much your neck pain has affected your ability to manage everyday activities. Please answer each Section by circling the ONE CHOICE that most applies to you. We realize that you may feel that more than one statement may relate to you, but please circle the one choice which closely describes your problem right now.

Section 1 – Pain Intensity
A. I have no pain at the moment.
B. The pain is mild at the moment.
C. The pain comes and goes and is moderate.
D. The pain is severe, but comes and goes.
E. The pain is severe and does not vary much.
F. The pain is worse. A 10 means the pain is as bad as it can be.

Section 2 – Personal Care
A. I can look after myself without causing extra pain.
B. I can look after myself normally, but it causes extra pain.
C. It is painful to look after myself and I am slow and careful.
D. I need some help, but manage most of my personal care.
E. I need help every day in most aspects of self-care.
F. I do not get undressed, I wash with difficulty and stay in bed.

Section 3 – Lifting
A. I can lift heavy weights without extra pain.
B. I can lift heavy weights but it causes extra pain.
C. Pain prevents me from lifting heavy weights off the floor. But I can manage light to medium weights if they are conveniently positioned (e.g. on a table).
D. Pain prevents me from lifting heavy weights, but I can manage light to medium weights if they are conveniently positioned.
E. I can lift only very light weights.
F. I cannot lift or carry anything at all.

Section 4 – Reading
A. I can read as much as I want to with no pain in my neck.
B. I can read as much as I want to with slight pain in my neck.
C. I can read as much as I want to with moderate pain in my neck.
D. I cannot read as much as I want to because of moderate pain in my neck.
E. I cannot read as much as I want to because of severe pain in my neck.
F. I cannot read at all.

Section 5 – Headache
A. I have no headaches at all.
B. I have slight headaches that come infrequently.
C. I have moderate headaches that come infrequently.
D. I have moderate headaches that come frequently.
E. I have severe headaches that come frequently.
F. I have headaches almost all the time.

Section 6 – Concentration
A. I can concentrate fully when I want to with no difficulty.
B. I can concentrate fully when I want to with slight difficulty.
C. I have a fair degree of difficulty in concentrating when I want to.
D. I have a lot of difficulty in concentrating when I want to.
E. I have a great deal of difficulty in concentrating when I want to.
F. I cannot concentrate at all.

Section 7 – Work
A. I can do as much work as I want to.
B. I can do my usual work but no more.
C. I can do most of my usual work, but no more.
D. I cannot do my usual work.
E. I can hardly do any work at all.
F. I cannot do any work at all.

Section 8 – Driving
A. I can drive my car without any neck pain.
B. I can drive my car as long as I want with slight pain in my neck.
C. I can drive my car as long as I want with moderate pain in my neck.
D. I cannot drive my car as long as I want because of moderate pain in my neck.
E. I can hardly drive at all because of severe pain in my neck.
F. I cannot drive my car at all.

Section 9 – Sleeping
A. I have no trouble sleeping.
B. My sleep is slightly disturbed (less than 1 hour sleepless).
C. My sleep is mildly disturbed (1-2 hours sleepless).
D. My sleep is moderately disturbed (2-3 hours sleepless).
E. My sleep is greatly disturbed (3-5 hours sleepless).
F. My sleep is completely disturbed (5-7 hours sleepless).

Section 10 – Recreation
A. I am able to engage in all my recreational activities, with no neck pain at all.
B. I am able to engage in all of my recreational activities, with some pain in my neck.
C. I am able to engage in most, but not all of my usual recreational activities because of pain in my neck.
D. I am able to engage in only a few of my usual recreational activities because of pain in my neck.
E. I can hardly do any recreational activities because of pain in my neck.
F. I cannot do any recreational activities at all.

Section 11 – Numeric Rating Scale (NRS)
Try and assign a number from 0 to 10 to your current pain level. If you have no pain, use a 0. As the numbers get higher, they stand for pain that is getting worse. A 10 means the pain is as bad as it can be.

0 1 2 3 4 5 6 7 8 9 10
No pain Mild Moderate Severe Worst Possible Pain

OSW-SCORE: _____
P-SCORE: ______
Revised Oswestry Low Back Pain

### The Revised Oswestry Low Back Pain Questionnaire

**Patient Name: __________________**  **Date: __________________**

Please read: This questionnaire is designed to enable us to understand how much your low back pain has affected your ability to manage your everyday activities. Please answer each section by circling the ONE CHOICE that most applies to you. We realize that you may feel that more than one statement may relate to you, but PLEASE, JUST CIRCLE THE ONE CHOICE WHICH MOST CLOSELY DESCRIBES YOUR PROBLEM RIGHT NOW.

**SECTION 1 - Pain Intensity**

| A | The pain comes and goes and is very mild. |
| B | The pain is mild and does not vary much.  |
| C | The pain comes and goes and is moderate.  |
| D | The pain is moderate and does not vary much. |
| E | The pain comes and goes and is severe.     |
| F | The pain is severe and does not vary much.  |

**SECTION 2 - Personal Care**

| A | I do not have to change my way of washing or dressing in order to avoid pain. |
| B | I do not normally change my way of washing or dressing even though it causes some pain. |
| C | Washing and dressing increases the pain but I manage not to change my way of doing it. |
| D | Washing and dressing increases the pain and I find it necessary to change my way of doing it. |
| E | Because of the pain I am unable to do some washing and dressing without help. |
| F | Because of the pain I am unable to do any washing and dressing without help. |

**SECTION 3 - Lifting**

| A | I can lift heavy weights without extra pain. |
| B | I can lift heavy weights but it causes extra pain. |
| C | Pain prevents me from lifting heavy weights off the floor. |
| D | Pain prevents me from lifting heavy weights off the floor, but I can manage if they are conveniently positioned, e.g., on a table. |
| E | Pain prevents me from lifting heavy weights, but I can manage to light medium weights if they are conveniently positioned. |
| F | I can only lift very light weights at the most. |

**SECTION 4 - Walking**

| A | I have no pain on walking. |
| B | I have some pain on walking but it does not increase with distance. |
| C | I cannot walk more than one mile without increasing pain. |
| D | I cannot walk more than 1/2 mile without increasing pain. |
| E | I cannot walk more than 1/4 mile without increasing pain. |
| F | I cannot walk at all without increasing pain. |

**SECTION 5 - Sitting**

| A | I can sit in any chair as long as I like. |
| B | I can sit only in my favorite chair as long as I like. |
| C | Pain prevents me from sitting more than one hour. |
| D | Pain prevents me from sitting more than 1/2 hour. |
| E | Pain prevents me from sitting more than 1/4 hour. |
| F | I avoid sitting because it increases pain straight away. |

**SECTION 6 - Standing**

| A | I can stand as long as I want without pain. |
| B | I have some pain on standing but it does not increase with time. |
| C | I cannot stand for longer than one hour without increasing pain. |
| D | I cannot stand for longer than 1/2 hour without increasing pain. |
| E | I cannot stand for longer than 10 minutes without increasing pain. |
| F | I avoid standing because it increases the pain immediately. |

**SECTION 7 - Sleeping**

| A | I get no pain in bed. |
| B | I get pain in bed but it does not prevent me from sleeping well. |
| C | Because of pain my normal night’s sleep is reduced by less than 1/4. |
| D | Because of pain my normal night’s sleep is reduced by less than 1/2. |
| E | Because of pain, my normal night’s sleep is reduced by less than 3/4. |
| F | Pain prevents me from sleeping at all. |

**SECTION 8 - Social Life**

| A | My social life is normal and gives me no pain. |
| B | My social life is normal but increases the degree of my pain. |
| C | Pain has no significant effect on my social life apart from limiting my more energetic interests, e.g., dancing, etc. |
| D | Pain has restricted my social life and I do not go out very often. |
| E | Pain has restricted my social life to my home. |
| F | I have hardly any social life because of the pain. |

**SECTION 9 - Travel**

| A | I get no pain while traveling. |
| B | I get some pain while traveling, but none of my usual forms of travel make it any worse. |
| C | I get extra pain while traveling, but it does not compel me to seek alternative forms of travel. |
| D | I get extra pain while traveling, which compels me to seek alternative forms of travel. |
| E | Pain restricts all forms of travel. |
| F | Pain prevents all forms of travel except that done lying down. |

**SECTION 10 - Changing degree of pain**

| A | My pain is rapidly getting better. |
| B | My pain fluctuates but overall is definitely getting better. |
| C | My pain seems to be getting better but improvement is slow at present. |
| D | My pain is neither getting better nor worse. |
| E | My pain is gradually worsening. |
| F | My pain is rapidly worsening. |

**Signature: __________________**

---

**NEW:** Revised Oswestry Low Back Pain Questionnaire

**APPENDIX J**

**Revised Oswestry Low Back Pain**
RDQ

Name: ___________________________ Date: ____________
Age: ___________ Score: ___________

When your back hurts, you may find it difficult to do some of the things you normally do. 
*Mark only the sentences that describe you lately.*

1. [ ] I stay at home most of the time because of my back.
2. [ ] I walk more slowly than usual because of my back.
3. [ ] Because of my back, I am not doing any jobs that I usually do around the house.
4. [ ] Because of my back, I use a handrail to get upstairs.
5. [ ] Because of my back, I lie down to rest more often.
6. [ ] Because of my back, I have to hold onto something to get out of an easy chair.
7. [ ] Because of my back, I try to get other people to do things for me.
8. [ ] I get dressed more slowly than usual because of my back.
9. [ ] I stand up only for short periods of time because of my back.
10. [ ] Because of my back, I try not to bend or kneel down.
11. [ ] I find it difficult to get out of a chair because of my back.
12. [ ] My back or leg is painful almost all of the time.
13. [ ] I find it difficult to turn over in bed because of my back.
14. [ ] I have trouble putting on my socks (or stockings) because of pain in my back.
15. [ ] I sleep less well because of my back.
16. [ ] I avoid heavy jobs around the house because of my back.
17. [ ] Because of back pain, I am more irritable and bad tempered with people than usual.
18. [ ] Because of my back, I go upstairs more slowly than usual.
APPENDIX K
Roland Morris – RDQ

Roland Morris Disability Questionnaire

Scoring: Instructions for Roland-Morris:

- The patient is instructed to put a mark next to each appropriate statement.
- The total number of marked statements are added by the clinician. Unlike the authors of the Oswestry Disability Questionnaire, Roland and Morris did not provide descriptions of the varying degrees of disability (e.g. 40%-60% is severe disability).
- Clinical improvements over time can be graded based on the analysis of serial questionnaire scores. If, for example, at the beginning of treatment, a patient’s score was 12 and, at the conclusion of treatment, her score was 2 (10 points of improvement), we would calculate an 83% (910/12 x 100) improvement.

References

APPENDIX L

CDAI

Clinical Disease Activity Index (CDAI)

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<th>Right Tender</th>
<th>Right Swollen</th>
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<td>Knee</td>
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</tr>
<tr>
<td>Total</td>
<td>Tender:</td>
<td>Swollen:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Patient Global Assessment of Disease Activity

Considering all the ways your arthritis affects you, rate how well you are doing on the following scale:

Very Well: 0 0.5 1.0 1.5 2.0 2.5 3.0 3.5 4.0 4.5 5.0 5.5 6.0 6.5 7.0 7.5 8.0 8.5 9.0 9.5 10

Your Name: __________________________ Date of Birth: ________ Today’s Date: ________

Provider Global Assessment of Disease Activity

Very Well: 0 0.5 1.0 1.5 2.0 2.5 3.0 3.5 4.0 4.5 5.0 5.5 6.0 6.5 7.0 7.5 8.0 8.5 9.0 9.5 10

How to Score the CDAI

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<thead>
<tr>
<th>Variable</th>
<th>Range</th>
<th>Value</th>
<th>CDAI Score Interpretation</th>
</tr>
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<td>Tender joint score</td>
<td>(0-28)</td>
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<td>0.0 – 2.8 Remission</td>
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<td>Swollen joint score</td>
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<td>2.9 – 10.0 Low Activity</td>
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<td>Patient global score</td>
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<td>10.1 – 22.0 Moderate Activity</td>
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<td></td>
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<td>Add the above values to calculate the CDAI score</td>
<td>(0-76)</td>
<td></td>
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</tbody>
</table>
APPENDIX M
FIQR

REvised FIBROMyalGia IMPACT QUESTIONNAIRE (FIQR)

Last Name: ___________________________ Duration of FM symptoms (years): ____________
First Name: ___________________________ Time since FM was first diagnosed (years): ____________
Age: ________________________________

**DOMAIN 1: FUNCTION**

**Directions:** For each of the following 9 questions, check the box that best indicates how much your Fibromyalgia made it difficult to perform each of the following activities during the past 7 days. If you did not perform a particular activity in the last 7 days, rate the difficulty for the last time you performed the activity. If you can’t perform an activity, check the last box.

1. **BRUSH OR COMB YOUR HAIR**
   - No difficulty
   - Very difficult

2. **WALK CONTINUOUSLY FOR 20 MINUTES**
   - No difficulty
   - Very difficult

3. **PREPARE A HOMEMADE MEAL**
   - No difficulty
   - Very difficult

4. **VACUUM, SCRUB, OR SWEEP FLOORS**
   - No difficulty
   - Very difficult

5. **LIFT AND CARRY A BAG FULL OF GROCERIES**
   - No difficulty
   - Very difficult

6. **CLIMB ONE FLIGHT OF STAIRS**
   - No difficulty
   - Very difficult

7. **CHANGE BEDSHEETS**
   - No difficulty
   - Very difficult

8. **SIT IN A CHAIR FOR 45 MINUTES**
   - No difficulty
   - Very difficult

9. **SHOP FOR GROCERIES**
   - No difficulty
   - Very difficult

**DOMAIN 1 SUBTOTAL: ____________**
# APPENDIX M

## FIQR

### DOMAIN 2: OVERALL

**Directions:** For each of the following 2 questions, check the box that best describes the overall impact of your Fibromyalgia over the last 7 days.

#### FIBROMYALGIA PREVENTED ME FROM ACCOMPLISHING GOALS FOR THE WEEK

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
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<td>9</td>
<td>9</td>
</tr>
<tr>
<td>10</td>
<td>Always</td>
</tr>
</tbody>
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#### I WAS COMPLETELY OVERWHELMED BY MY FIBROMYALGIA SYMPTOMS

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
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<tbody>
<tr>
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<td>1</td>
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<td>10</td>
<td>Always</td>
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</table>

**DOMAIN 2 SUBTOTAL:** ________

### DOMAIN 3: SYMPTOMS

**Directions:** For each of the following 10 questions, select the box that best indicates your intensity level of these common Fibromyalgia symptoms over the past 7 days.

#### PLEASE RATE THE LEVEL OF PAIN

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<tr>
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<td>Unbearable pain</td>
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#### PLEASE RATE YOUR LEVEL OF ENERGY

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<td>10</td>
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#### PLEASE RATE YOUR LEVEL OF STIFFNESS

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#### PLEASE RATE THE QUALITY OF YOUR SLEEP

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#### PLEASE RATE YOUR LEVEL OF DEPRESSION

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</tr>
<tr>
<td>5</td>
<td>5</td>
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<tr>
<td>6</td>
<td>6</td>
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<tr>
<td>7</td>
<td>7</td>
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<td>8</td>
<td>8</td>
</tr>
<tr>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>10</td>
<td>Very depressed</td>
</tr>
</tbody>
</table>

#### PLEASE RATE YOUR LEVEL OF MEMORY PROBLEMS

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Good memory</td>
</tr>
<tr>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
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<tr>
<td>4</td>
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<td>5</td>
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<td>6</td>
<td>6</td>
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<tr>
<td>7</td>
<td>7</td>
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<td>8</td>
</tr>
<tr>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>10</td>
<td>Very poor memory</td>
</tr>
</tbody>
</table>

#### PLEASE RATE YOUR LEVEL OF ANXIETY

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
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<tr>
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<td>1</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
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<tr>
<td>7</td>
<td>7</td>
</tr>
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<td>8</td>
<td>8</td>
</tr>
<tr>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>10</td>
<td>Very anxious</td>
</tr>
</tbody>
</table>
## APPENDIX M

### FIQR

**PLEASE RATE YOUR LEVEL OF TENDERNES TO TOUCH**

<table>
<thead>
<tr>
<th>No tenderness</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>Very tender</th>
</tr>
</thead>
</table>

**PLEASE RATE YOUR LEVEL OF BALANCE PROBLEMS**

<table>
<thead>
<tr>
<th>No imbalance</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>Severe imbalance</th>
</tr>
</thead>
</table>

**PLEASE RATE YOUR LEVEL OF SENSITIVITY TO LOUD NOISES, BRIGHT LIGHTS, ODORS, AND COLD**

<table>
<thead>
<tr>
<th>No sensitivity</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>Extreme sensitivity</th>
</tr>
</thead>
</table>

**DOMAIN 3 SUBTOTAL:** ________

**SCORING:**

1) Sum the scores for each of the 3 domains (function, overall, and symptoms).

2) Divide domain 1 score by 3, leave domain 2 score unchanged, and divide domain 3 score by 2.

3) Add the 3 resulting domain scores to obtain the total FIQR score.

**DOMAIN 1 SUBTOTAL** ________  ÷ 3 = ________

**DOMAIN 2 SUBTOTAL** ________  CARRY OVER SUBTOTAL = ________

**DOMAIN 3 SUBTOTAL** ________  ÷ 2 = ________

**TOTAL FIQR SCORE**

---

* Management of Chronic Opioid Protocol: University of Vermont Medical Center

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APPENDIX N

COMM

Current Opioid Misuse Measure (COMM)™

The Current Opioid Misuse Measure (COMM)™ is a brief patient self-assessment to monitor chronic pain patients on opioid therapy. The COMM™ was developed with guidance from a group of pain and addiction experts and input from pain management clinicians in the field. Experts and providers identified six key issues to determine if patients already on long-term opioid treatment are exhibiting aberrant medication-related behaviors:

- Signs & Symptoms of Intoxication
- Emotional Volatility
- Evidence of Poor Response to Medications
- Addiction
- Healthcare Use Patterns
- Problematic Medication Behavior

The COMM™ will help clinicians identify whether a patient, currently on long-term opioid therapy, may be exhibiting aberrant behaviors associated with misuse of opioid medications. In contrast, the Screener and Opioid Assessment for Patients with Pain (SOAPP®) is intended to predict which patients, being considered for long-term opioid therapy, may exhibit aberrant medications behaviors in the future. Since the COMM™ examines concurrent misuse, it is ideal for helping clinicians monitor patients’ aberrant medication-related behaviors over the course of treatment. The COMM™ is:

- A quick and easy to administer patient-self assessment
- 17 items
- Simple to score
- Completed in less than 10 minutes
- Validated with a group of approximately 500 chronic pain patients on opioid therapy
- Ideal for documenting decisions about the level of monitoring planned for a particular patient or justifying referrals to specialty pain clinic.
- The COMM™ is for clinician use only. The tool is not meant for commercial distribution.
- The COMM™ is NOT a lie detector. Patients determined to misrepresent themselves will still do so. Other clinical information should be used with COMM™ scores to decide if and when modifications to particular patient’s treatment plan is needed.
- It is important to remember that all chronic pain patients deserve treatment of their pain. Providers who are not comfortable treating certain patients should refer those patients to a specialist.

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Please answer each question as honestly as possible. Keep in mind that we are only asking about the **past 30 days**. There are no right or wrong answers. If you are unsure about how to answer the question, please give the best answer you can.

<table>
<thead>
<tr>
<th>Please answer the questions using the following scale:</th>
<th>Never</th>
<th>Seldom</th>
<th>Sometimes</th>
<th>Often</th>
<th>Very Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. In the past 30 days, how often have you had trouble with thinking clearly or had memory problems?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2. In the past 30 days, how often do people complain that you are not completing necessary tasks? (i.e., doing things that need to be done, such as going to class, work or appointments)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3. In the past 30 days, how often have you had to go to someone other than your prescribing physician to get sufficient pain relief from medications? (i.e., another doctor, the Emergency Room, friends, street sources)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>4. In the past 30 days, how often have you taken your medications differently from how they are prescribed?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5. In the past 30 days, how often have you seriously thought about hurting yourself?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6. In the past 30 days, how much of your time was spent thinking about opioid medications (having enough, taking them, dosing schedule, etc.)?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
## APPENDIX N

### COMM

<table>
<thead>
<tr>
<th>Question</th>
<th>Never</th>
<th>Seldom</th>
<th>Sometimes</th>
<th>Often</th>
<th>Very Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. In the past 30 days, how often have you been in an argument?</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>8. In the past 30 days, how often have you had trouble controlling your anger (e.g., road rage, screaming, etc.)?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>9. In the past 30 days, how often have you needed to take pain medications belonging to someone else?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10. In the past 30 days, how often have you been worried about how you’re handling your medications?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>11. In the past 30 days, how often have others been worried about how you’re handling your medications?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>12. In the past 30 days, how often have you had to make an emergency phone call or show up at the clinic without an appointment?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>13. In the past 30 days, how often have you gotten angry with people?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>14. In the past 30 days, how often have you had to take more of your medication than prescribed?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15. In the past 30 days, how often have you borrowed pain medication from someone else?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>16. In the past 30 days, how often have you used your pain medicine for symptoms other than for pain (e.g., to help you sleep, improve your mood, or relieve stress)?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

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### APPENDIX N

**COMM**

<table>
<thead>
<tr>
<th>Question</th>
<th>Never</th>
<th>Seldom</th>
<th>Sometimes</th>
<th>Often</th>
<th>Very Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>17. In the past 30 days, how often have you had to visit the Emergency Room?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Appendix N

COMM

Scoring Instructions for the COMM™

To score the COMM™, simply add the rating of all the questions. A score of 9 or higher is considered a positive.

<table>
<thead>
<tr>
<th>Sum of Questions</th>
<th>COMM Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; or = 9</td>
<td>+</td>
</tr>
<tr>
<td>&lt; 9</td>
<td>-</td>
</tr>
</tbody>
</table>

As for any scale, the results depend on what cutoff score is chosen. A score that is sensitive in detecting patients who are abusing or misusing their opioid medication will necessarily include a number of patients that are not really abusing or misusing their medication. The COMM™ was intended to over-identify misuse, rather than to mislabel someone as responsible when they are not. This is why a low cut-off score was accepted. We believe that it is more important to identify patients who have only a possibility of misusing their medications than to fail to identify those who are actually abusing their medication. Thus, it is possible that the COMM™ will result in false positives – patients identified as misusing their medication when they were not.

The table below presents several statistics that describe how effective the COMM™ is at different cutoff values. These values suggest that the COMM™ is a sensitive test. This confirms that the COMM™ is better at identifying who is misusing their medication than identifying who is not misusing. Clinically, a score of 9 or higher will identify 77% of those who actually turn out to be at high risk. The Negative Predictive Values for a cutoff score of 9 is .95, which means that most people who have a negative COMM™ are likely not misusing their medication. Finally, the Positive likelihood ratio suggests that a positive COMM™ score (at a cutoff of 9) is nearly 3 times (3.48 times) as likely to come from someone who is actually misusing their medication (note that, of these statistics, the likelihood ratio is least affected by prevalence rates). All this implies that by using a cutoff score of 9 will ensure that the provider is least likely to miss someone who is really misusing their prescription opioids. However, one should remember that a low COMM™ score suggests the patient is really at low-risk, while a high COMM™ score will contain a larger percentage of false positives (about 34%), while at the same time retaining a large percentage of true positives. This could be improved, so that a positive score has a lower false positive rate, but only at the risk of missing more of those who actually do show aberrant behavior.

<table>
<thead>
<tr>
<th>COMM™ Cutoff Score</th>
<th>Sensitivity</th>
<th>Specificity</th>
<th>Positive Predictive Value</th>
<th>Negative Predictive Value</th>
<th>Positive Likelihood Ratio</th>
<th>Negative Likelihood Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Score 9 or above</td>
<td>.77</td>
<td>.66</td>
<td>.66</td>
<td>.95</td>
<td>3.48</td>
<td>.08</td>
</tr>
</tbody>
</table>

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APPENDIX O
Tapering/Titration/Weaning Recommendations

IDENTIFYING RISK POINTS
1. Risk increases over 50 mg morphine equivalents though concern may be warranted in some patients on lower doses.
   a. A dose over 50 mg morphine equivalents may confer high risk for some patients; even if not, should certainly be monitored to watch for any signs of sedation, non-adherence, etc. It should be considered a "YELLOW LIGHT"
   b. Patients prescribed doses over 100 mg morphine equivalents should have closer surveillance. It should be considered a "RED LIGHT".

EVALUATION THRESHOLDS
1. Dose =/> 50 mg morphine equivalents/day triggers a yellow light.
2. Dose =/> 100 mg morphine equivalents/day triggers increased surveillance.
3. Aberrant behavior triggers an addiction evaluation.

RECOMMENDATIONS FOR WHEN TO CONSIDER TAPERING
1. Increase surveillance system with 50-100 mg morphine equivalents/day.
2. Over 100 mg morphine equivalents without improvement in pain or function, providers should consider tapering, referrals to specialists, and consultations with colleagues.
3. In cases of doses greater than 100 mg morphine equivalents/day, a peer-review discussion with a colleague or consultation with specialists (addiction, pain management, behaviorist, etc.).
4. Signs of aberrant behavior or diversion is strongly suspected

WEANING / TAPERING
1. Taper in 10% drops (increments) per week.
2. Smaller amounts and slower weans may be better for some patients.
3. Tapers by units of 10% are easier when patient is on doses higher than on 40mg or 50mg morphine equivalents to start with.
   a. Lower doses could instead taper by 5% step reductions if needed.
4. Assessment: Assess at each reduction (taper) to detect side effects and treat symptoms.

ABERRANT BEHAVIOR
1. Call-backs are a strong predictor of aberrant behavior or struggling with dose.
2. Strategic use of pill counts, random call-backs and pill counts are recommended.
3. Pill counts are ineffective unless they are random and with only a couple hours’ notice.
4. The practice / use of bubble packs and call-backs work well.
5. If aberrant behavior is suspected, see patient more frequently. Consider evaluating frequency of random call-backs, and involve partner or spouse for assistance.

If diversion is strongly suspected (such as failed pill count & test negative in urine):
1. Abrupt stop:
   Clonidine: 0.1-0.3 mg 2-3 times a day; 7-10 days.
   .OPIOIDWITHDRAWALPTINSTURCTIONS
   Immodium AD
   Atarax (Hydroxyzine Hydrochloride): 25-50 mg; Q6.
   Benadryl (diphenhydramine) 25-50 mg; Q6.
2. Resources:
   - ACT I (Howard Center) 488-6425.
   - May contact State Police to discuss cases with concerns.
   - Contact: Prescription Diversion: Lee Hodsden, 989-9566

**REFERRALS/MANAGEMENT PLAN**
1. 100 mg morphine equivalents/day dose without adequate pain relief or improved function is reasonable to start considering referrals to specialists or weaning due to failure of therapy.
2. Increase caution as amount of dose approaches 50mg - 100 mg morphine equivalents/day.

**Addiction is strongly suspected**
1. Comprehensive addiction evaluation: (Behaviorist, Howard Mental Health Hub & Spoke Intake, Day 1, PCP):
   a. Detox and stabilize
   b. Methadone/suboxone provided at local Hub and Spoke Program
   c. Suboxone provided by PCP, if appropriate
2. Additional Resources: Brattleboro Retreat

**Opiates are not working** (functionally not getting any benefit or difficulty with adherence):
1. Recommend a scheduled tapered dose of 10% drop per week for a total of 8 weeks to wean.

**Opiates are working** (joint decision to stop using opiates for other reasons)
1. Reasons may include side effects, desire to “get off” controlled substances, don’t want to become addicted, etc.:
   a. Rate of drop is negotiated between patient and provider.

**Management of Patient Who is Unable to Wean**
1. When weaning patients down, it is the last lower doses that are the hardest.
2. It is recommended that other modes of treatment be used.
3. Consider referral to provider that will/can prescribe suboxone.
4. Consider referral to a Hub and Spoke Program

**REFERRAL RESOURCES**
1. Community Health Team, Behaviorists and Social Work
2. Howard Mental Health
3. Hub and Spoke: Chittenden area Outpatient Treatment at Pine Street with Howard Mental Health, Methadone program Intake
   a. Intake: Michael Lawrence, 488-7352; Cell:355-9814
   b. Program Director: Dan Hall, 488-6161
   c. Director: Dawn Poverman, 488-6155
4. FAHC Mental Health-DayOne: Opioid abuse and resources in area for treatment, methadone and suboxone
   a. Intake: Bill Keithcart , 847-3333
5. Brattleboro Retreat
7. Maple Leaf Farm
APPENDIX Q

Opioid Withdrawal Smart Phrase

.OPIOIDWITHDRAWALPATIENTINSTRUCTIONS

PATIENT INSTRUCTIONS FOR SELF-MANAGEMENT OF OPIOID WITHDRAWAL:

For restlessness:
Use clonidine 0.1 mg tablet:
Start by taking 1 tab (0.1 mg) twice daily. If tolerated, you may wean up to 2-3 tabs (0.2-0.3 mg) every four hours as needed. If you are light headed at all, decrease your dose. You may expect to take this medication for 7-10 days.

For diarrhea or loose stools:
Use over-the-counter Imodium AD:
You may take 1-2 tabs (2-4 mg) orally with every loose or watery bowel movement. The maximum dose is 8 tabs per day.

For insomnia:
You may take diphenhydramine (Benadryl) 1-2 tabs (25-50 mg) orally up to 4 times a day. Alternatively, your health care provider may prescribe hydroxyzine in the same doses (25-50 mg orally 4 times a day as needed).

Please call with any questions or concerns on dosing or symptoms.
## APPENDIX S

### Documentation Tool Grid

<table>
<thead>
<tr>
<th>Stage of Therapy</th>
<th>Tool</th>
<th>Indication for Use</th>
<th>Frequency</th>
<th>Location of Tool</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiation</td>
<td>SOAPP–R</td>
<td>Initiation of Therapy</td>
<td>Once</td>
<td>Paper</td>
</tr>
<tr>
<td></td>
<td>Informed Consent</td>
<td>Initiation of Therapy</td>
<td>Complete once, review annually</td>
<td>Paper or PRISM Letter “FA AMB INFORMED CONSENT”</td>
</tr>
<tr>
<td></td>
<td>Prescription Agreement</td>
<td>Initiation of Therapy</td>
<td>Complete once, review annually</td>
<td>Paper or PRISM Letter “FA AMB PRESCRIPTION AGREEMENT”</td>
</tr>
<tr>
<td>Continuation</td>
<td>5 A’s</td>
<td>Functional Evaluation</td>
<td>Every visit, to occur at a minimum every 3 months</td>
<td>PRISM Smart Phrase – .5As</td>
</tr>
<tr>
<td></td>
<td>COMM</td>
<td>Screening for aberrant behavior</td>
<td>Annual</td>
<td>Paper</td>
</tr>
<tr>
<td></td>
<td>SF-8</td>
<td>General functional assessment, no specific tool available</td>
<td>Annually, in addition to 5As</td>
<td>Paper</td>
</tr>
<tr>
<td></td>
<td>Oswestry Neck</td>
<td>Functional Assessment Chronic Neck Pain</td>
<td>Annually, in addition to 5As</td>
<td>Paper</td>
</tr>
<tr>
<td></td>
<td>Revised Oswestry</td>
<td>Functional Assessment Chronic Back Pain</td>
<td>Annually, in addition to 5As</td>
<td>Paper</td>
</tr>
<tr>
<td></td>
<td>Roland Morris – RDQ</td>
<td>Functional Assessment Chronic, Non-Specific Low Back Pain</td>
<td>Annually, in addition to 5As</td>
<td>Paper</td>
</tr>
<tr>
<td></td>
<td>CDAI</td>
<td>Functional Assessment Arthritis</td>
<td>Annually, in addition to 5As</td>
<td>Paper</td>
</tr>
<tr>
<td></td>
<td>FIQR</td>
<td>Functional Assessment Fibromyalgia</td>
<td>Annually, in addition to 5As</td>
<td>Paper</td>
</tr>
<tr>
<td>Titration</td>
<td>Adverse Effects</td>
<td>Concerns, Dose Changes and Annual Assessment</td>
<td>Minimum annually, more frequently if indicated</td>
<td>Paper</td>
</tr>
<tr>
<td></td>
<td>Withdrawal Patient Instructions</td>
<td>Titration of Therapy</td>
<td>As Indicated</td>
<td>PRISM Smart Phrase – .OPIOIDWITHDRAWAL</td>
</tr>
</tbody>
</table>
APPENDIX T

Urine Drug Screen Collection Procedure

PURPOSE
To instruct staff in the proper collection technique and patient instruction for the collection of urine drug screen samples.

PROCEDURE
1. Provide patient urine collection cup with temperature monitoring strip.
2. Verify information contained on label with patient and label the collection cup in the presence of the patient.
3. Instruct patient that they cannot bring packages, bags, purses and coats into restroom.
4. Instruct patient to empty pockets.
5. Instruct patient that they cannot bring another individual into the restroom.
6. Ensure restroom is free of anything that could be used to adulterate or substitute a urine sample.
7. Patient must provide at least 30 ml of urine, preferred amount is 50ml. The minimum fill level for the temperature strip cups is just over the top of the strip.
   a. Clean catch procedure does NOT need to be utilized.
   b. Collection hats may be utilized to ensure sample volume.
   c. In the event the patient is unable to provide 30ml, the patient will be asked to hydrate, wait 30 minutes and attempt to produce another sample.
      i. Multiple samples from the patient CANNOT be combined to produce a minimum of 30ml.
8. Instruct patient to wash hands with soap and water. The use of hand sanitizer may yield false positive results and should be used with caution.
9. Staff member to remain outside the door to allow for immediate patient hand off of sample.
   a. Staff member to record temperature of urine, date and time on transmittal slip.
      i. Temperature of urine should read between 90F and 100F.
         1. NOTE WELL: Temperature of urine sample must be recorded within 2 to 4 minutes of collection for accuracy
      b. In the event the staff member suspects tampering or temperature and volume are not within defined range, will notify provider for further instructions.
         i. Indications the urine specimen has been tampered with include an unusual appearance (bubbly, cloudy, clear or dark).
         ii. Specific Gravity and Creatinine are a component of the Drug Screen Order (D6VAL) to provide additional detail for interpretation.
         iii. If unable to obtain a temperature, note on transmittal slip for inclusion on result using the following options:
            1. Temperature not documented
            2. Temperature recorded outside of 4 minute window
            3. Quantity insufficient for temperature recording
10. If the provider requests that the collection of the urine sample be directly observed, the person must be a clinical staff member of the same gender.
APPENDIX U

Removing Chronic Opioid Modifier

In support of the Chronic Opioid Protocol, patients are automatically enrolled in a set of Health Maintenance topics when the diagnosis of Chronic Pain Syndrome (338.4) is added to the Problem List. The topics are grouped under the modifier “Chronic Opioid Management”, which consists of seven topics that aid in monitoring patients prescribed opioids for pain management. For patients with Chronic Pain syndrome on their Problem List but who are not prescribed opioids, this modifier may be removed. The following steps outline this process.

1. Open the patient’s Health Maintenance module from the More Activities menu.
2. The presence of the modifier is denoted by Chronic Opioid Management under Health Maintenance Modifiers in the lower pane of the activity.
3. Click the Edit Modifiers button.
4. Highlight the field containing the Chronic Opioid Management modifier and press delete/back space. This will leave an empty field.
5. Click accept. The seven chronic opioid topics will no longer appear on the patient’s Health Maintenance module.

Note: The reverse of this process may be completed for patients prescribed opioids but for whom Chronic Pain Syndrome is not an appropriate diagnosis on the Problem List. The modifier can be added to those patients’ charts in order to monitor the associated topics (presence of a Prescription Agreement and an Informed Consent, Urine Drug Screens, Pill Counts, Functional Assessments, Current Opioid Misuse Measurement and query of Vermont Prescription Monitoring System).

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APPENDIX V
Urine Collection Temperature Cup Instructions

- The temperature strips are not light sensitive.
- The temperature strip reads the temperature of the liquid directly behind the strip, so the **minimum fill level is just over the top of the strip**.
- Read the temperature strip between 2 to 4 minutes after the sample is collected.
- Green color indicates temperature. The display is reading 96°F/36°C.
- Record urine temperature in whole numbers on the transmittal slip within 4 minutes of collection.
- Temperature should read between 90°F/32°C and 100°F/38°C.
APPENDIX W

Tip Sheet for Reordering Controlled Substances

1. To re-order the prescription for controlled substances, perform the following steps:
   a. Open Medication Activity in the far left hand column.
   b. Click the “History” tab.
   c. Hold the Ctrl key down and select the three scripts to refill.
      i. Ensure that the highlighted medications have a strikethrough, indicating they are inactive medications
      ii. If a medication you have selected has previously been discontinued, you will likely encounter a BPA. If the
         medication was discontinued due to an error, select an alternate past prescription to highlight and reorder.
   d. Click on Reorder Rx button. This will bring you to the Order Entry activity.

2. Once in the Order Entry activity, open a prescription by clicking on the entry.
   Review the following and adjust as needed:
   a. The “For” field: Prescriptions should be written in increments of 7 to prevent weekend refill requests (7, 14, 21 or 28 days). Populating this field will help to automatically calculate the prescription Ending Date.
   b. The Starting, Ending and First Fill Dates: It is recommended that the First Fill Date be the same as Start
      Date. However, the prescription may be refilled up to 72 hours prior to start date per provider discretion.
      The date entered will display as “Earliest Fill Date” at the end of the “Patient Sig” on the printed prescription.
   c. The order Class: This will typically be set to Print, unless the prescription is being written as a replacement
      prescription (see #5 below).
3. Complete this review and adjustment for each medication. Use the Ending Date on the first prescription as the Starting Date for the second prescription. Use the Ending Date on the second prescription as the Starting Date for the third prescription. The result will be three consecutive months of prescriptions:

4. Once all three prescriptions have been reviewed for accuracy, click Sign Orders. Note: Clinical Staff may pend medication refills with the direction of the provider.

5. For prescriptions written as replacements due to loss or theft of medication or prescription, “Replacement Prescription” will be selected as the order Class, and the language will automatically display on the printed prescription. A VPMS query should be completed prior to providing a replacement prescription.
Dartmouth-Hitchcock Medical Center Adult Chronic Opioid Therapy Pain Management Plan

The purpose of this plan is to protect our patients’ access to and our clinicians’ ability to safely prescribe controlled substances for chronic nonterminal pain.

Patient Name  A#

I understand and agree to follow the DHMC policies regarding the use of controlled substances for management of chronic pain as set forth below. I understand that DHMC is under no obligation to prescribe these medications for me. I also understand that there are other treatment options available and the risks and benefits of these alternatives have been discussed.

RISKS OF OPIOID MEDICATION FOR CHRONIC PAIN

I understand that these medications have potential risks, the most significant being:

1. Physical dependence means that abrupt discontinuation of the opioid medication could lead to withdrawal symptoms such as abdominal cramping, diarrhea, anxiety, seizures, and death.

2. Psychological dependence or addiction means that your behavior may become focused on obtaining opioid medication. Addiction is the use of a medicine even if it causes harm, having cravings for a drug, and the need to use a drug despite suffering harm and a decreased quality of life while using the drug.

3. Overdose of the opioid medication may lead to respiratory arrest and death. This risk is increased if opioids are used with alcohol or other sedating substances.

4. This class of drugs may cause confusion, sedation, drowsiness, problems with coordination, changes in thinking ability, nausea, constipation, unsteadiness, problems urinating, depression, sexual dysfunction in both men and women, allergic reaction, slowing of reflexes or reaction time, and tolerance to pain relief. It may be unsafe for you to drive a vehicle, operate hazardous equipment, work at unprotected heights, be responsible for another individual who is unable to care for him or herself, or do other dangerous activities while using these medicines.

Under NH State Law, Title XXI Motor Vehicles, Chapter 265-A:2: No person shall drive or attempt to drive a vehicle upon any way or operate or attempt to operate an OHVR while such person is under the influence of intoxicating liquor or any controlled drug or any combination of intoxicating liquor and controlled drugs. In NH this may be grounds for prosecution of a DWI offense. This may be true for other states as well.

(males only) Chronic opioid use has been associated with low testosterone levels in males. This may affect mood, stamina, sexual desire and physical and sexual performance. Your clinician may check your blood to see if your testosterone level is normal.

(females only) If you plan to become pregnant or become pregnant while taking this pain medicine, you should immediately call your obstetric provider and this office to inform us. Opioids are not generally associated with a risk of birth defects. However, birth defects can occur whether or not the mother is on medicines and there is always the possibility that your child will have a birth defect while you are taking an opioid. If you carry a baby to delivery while taking these medicines, the baby will be physically dependent upon opioids.

CONDITIONS OF CONTRACT

1. I have told my clinician my complete and honest personal drug history and relevant elements of my family’s history of drug use. I am not involved in the use, sale, possession, diversion, or transport of controlled substances (narcotics and/or illegal drugs).

2. Treatment with opioids is started as a trial and continued treatment is contingent on evidence of benefit. Benefit may not be limited to pain relief and may include improvement in function.

3. If it appears to my clinician that there are no demonstrable benefits in daily function from the opioid medication, or that addiction, rapid loss of effect, or significant side effects are developing, I agree to gradually taper my medication as prescribed. If a substance abuse problem is suspected, I will be referred for evaluation and management of the problem.
4. Prescriptions and bottles of these medications may be sought by other individuals. It is expected that I will take the highest possible degree of care to protect my medication and prescriptions. I understand they should not be left where others may see or otherwise have access to them. This may mean keeping them in a locked container.

5. I understand that if responsible legal authorities have questions concerning my treatment, as might occur, for example, if one were obtaining medications from several clinicians, all confidentiality is waived and these authorities may be given full access to my prescribing clinician's records of controlled substance administration. I also understand that any information, indicating I am engaged in an illegal drug-related activity, may be forwarded to the appropriate law enforcement agency.

6. For purposes of maintaining accountability, my prescribing clinician has permission to discuss all diagnostic and treatment details with dispensing pharmacists or other professionals who provide my health care. I agree to use one pharmacy to obtain my opioid prescriptions.

7. I agree to come to my scheduled appointments prepared to provide a urine sample to assess compliance with my treatment plan. I understand that results inconsistent with reported use of drugs might necessitate termination of opioid treatment and referral for assessment for addictive disorder.

8. I understand that chronic pain represents a complex problem that benefits from injections and operations, physical therapy, psychotherapy, and behavioral medicine strategies. I recognize that my active participation in the management of my pain is extremely important to improve my functioning and ability to cope. I agree to actively participate in important aspects of treatment recommended by my clinician and will provide documentation of compliance if requested. I agree to see other health care providers for evaluation and treatment of related and other medical conditions if my clinician thinks it is necessary.

9. Except in cases of an emergency, I agree to receive opioid medication only from the clinician whose signature appears below, or during his or her absence from the covering clinician and not from any other source unless specific authorization is obtained for an exception.

10. I agree to use the opioid medication only as prescribed to me and will not take more medication than instructed. I agree to not allow other individuals to take my medication nor will I take medication prescribed for another person.

I understand I will not receive additional opioid medication outside the plan set forth by my prescribing clinician. It is my responsibility to ensure that my supply will cover the time period between scheduled prescription renewals.

I understand that State law provides that it shall be unlawful for any person to knowingly acquire, obtain possession of or attempt to acquire or obtain possession of a controlled drug by misrepresentation, fraud, forgery, deception or subterfuge. This prohibition includes the situation in which a person independently consults two or more practitioners solely to obtain additional controlled drugs or prescriptions for controlled drugs.

I agree that changes in my prescriptions, including dose adjustments and new medication, will be made only during scheduled office visits and not over the phone or during unscheduled visits. Telephone calls regarding opioid medication should, except in exceptional circumstances, be limited to reports of significant side effects necessitating decreasing or stopping the medication. Lost or stolen medication will be replaced at the discretion of the clinician.

I understand any violation of this agreement poses a health risk and may result in a discontinuation of controlled substance treatment, or tapering the medication dose if deemed medically necessary. I also understand that, based on the clinical judgment of my clinician, treatment with opioid medication may be discontinued at any time.

I have read this document or have had it read to me. I understand all of it. I have had all questions regarding risks and conditions answered satisfactorily, and I agree to abide by all conditions of this controlled substance agreement. By signing this form voluntarily, I give my consent for the treatment of my pain with opioid pain medicines.

Patient ___________________________ Signature ______________________ Date ______

Clinician ___________________________ Signature ______________________ Date ______
Informed Consent and Agreement for Opioid Therapy of Pain

**Reason for Review and Signing of this Document**
Pain relief is an important goal for your care. Opioid medications may be a helpful part of chronic pain treatment for some people; however, misuse of opioid medications may result in serious harm to patients prescribed them and, when the medications are diverted, to the public at large. As opioid use for pain management has increased in recent years, injury, addiction, and death due to misuse of opioids have also increased.

Patients and health care providers both have responsibilities for the safe use of opioid medications when they are prescribed for pain. This agreement provides important information on the potential benefits and risks of opioid medications and serves to document that both you and your provider agree on a care plan so that opioid medications are used in a way that is safe and effective in treating your pain. This agreement is reviewed and signed by all patients in our practice who receive opioids for chronic pain.

**Expected Benefits or Goals of Opioid Treatment**
Common goals in using opioids to treat pain include:
- Improved pain
- Improved ability to engage in work, social, recreational and/or physical activities
- Improved quality of life
Your provider may discuss more specific goals for pain treatment with you as well. Goals:

**Potential Risks or Side Effects of Opioid Treatment**

**Physical side effects:** May include mood changes, drowsiness, nausea, constipation, urination difficulties, depressed breathing, itching, bone thinning and sexual difficulties, such as lowering of male hormone in men and cessation of menstrual periods in women.

**Physical dependence:** Sudden stopping of an opioid may lead to withdrawal symptoms including abdominal cramping, pain, diarrhea, sweating, anxiety, irritability and aching.

**Tolerance:** A dose of an opioid may become less effective overtime even though there is no change in your physical condition. If this happens repeatedly, your medication may need to be changed or discontinued.

**Addiction:** Is more common in people with personal or family history of addiction, but can occur in anyone. It is suggested by drug craving, loss of control and poor outcomes of use.

**Hyperalgesia:** Increased sensitivity to and/or increasing experience of pain caused by the use of opioids may require change or discontinuation of medication.

**Overdose:** Taking more than the prescribed amount of medication or using with alcohol or other drugs can cause you to stop breathing resulting in coma, brain damage, or even death.

**Sleep apnea:** *(periods of not breathing while asleep)* may be caused or worsened by opioids.

**Risk to unborn child:** Risks to unborn children may include: physical dependence at birth, possible alterations in pain perception, possible increased risk for development of addiction, among others. *Tell your provider if you are or intend to become pregnant.*

**Victimization:** There is a risk that you or your household may be subject to theft, deceit, assault or abuse by persons seeking to obtain your medications for purposes of misuse.

**Life-threatening irregular heartbeat:** Can occur with methadone, EKG may be needed.
Responsibilities in Opioid Therapy of Chronic Pain

Your provider's responsibilities include: listening carefully to your concerns, treating you with care and with due respect, and making clinical decisions based on what he/she believes is in your best interest.

Your responsibilities: In order to maximize the potential benefits of opioid medications and to minimize the potential risks, it is important that you accept the following responsibilities. In signing this agreement, you agree to:

1. **Use your opioid medications as prescribed** for the purpose of relieving pain
2. **Keep your medications locked up** to avoid intentional or unintentional use or diversion by others. Discard all unused medications.
3. **Be honest** with your providers about your medication or other drug use.
4. **Use no illegal drugs and not abuse alcohol** while being prescribed opioids.
5. **Not share, sell, trade or in any way provide your medications to others.**
6. **Receive opioid medications from this practice only.** If opioids are prescribed unexpectedly by another office (for example due to an accident or dental procedure), inform this office within 24 hours.
7. **Fill your opioid medications at one pharmacy only.** Inform this practice within 24 hours if you must use a pharmacy different from your usual one.
8. **Have urine drugs tests on a random basis and as requested by your provider.** (Opioid may be discontinued if illicit drugs found or medication not present when should be.)
9. **Bring your opioid medications** to the practice when requested.
10. **Participate in other pain treatments** agreed to with your provider and keep all appointments scheduled for your care.
11. **Permit this practice to communicate with other care providers and/or your significant others** as needed to assure opioids are being used appropriately and are beneficial to your health and well-being.

Your medications may be continued if they improve your pain, help you engage in valued activities, and/or enhance your quality of life and if you adhere to the above responsibilities. They may be discontinued if your goals for treatment are not met, if you experience negative effects from using them, or if you do not adhere to this agreement.

If you develop complications of opioid use, such as addiction, we will assist you in finding treatment. Please be aware, however, that our practice cooperates fully with law enforcement, the US Drug Enforcement Agency and other agencies in the investigation of opioid-related crimes including sharing, selling, trading or other potential harmful use of these powerful medications.

**Consent to treatment and agreement to responsibilities outlined above**
I have reviewed this document and been given the opportunity to have any questions answered. I understand the possible benefits and risks of opioid medications and I accept the responsibilities described above.

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare Staff</td>
<td>Date</td>
</tr>
</tbody>
</table>

Seddon R. Savage, MD, MS
Pre-project Practice Survey

Instructions: Circle one answer in response to each statement below. All rating scales below are the same: from 1 (strongly disagree) to 5 (strongly agree). You do not need to put your name on this survey.

1. Our office has clear and well-organized policies and approaches to prescribing and managing chronic opioids. □ 1 □ 2 □ 3 □ 4 □ 5
2. The providers are satisfied with the system for prescribing opioids in our office. □ 1 □ 2 □ 3 □ 4 □ 5
3. The staff are satisfied with the system for prescribing opioids in our office. □ 1 □ 2 □ 3 □ 4 □ 5
4. The patients are satisfied with the system for prescribing opioids in our office. □ 1 □ 2 □ 3 □ 4 □ 5
5. I am satisfied with the system for prescribing opioids in our office. □ 1 □ 2 □ 3 □ 4 □ 5
6. Our practice leaders are committed to improving how opioid prescriptions are managed in our practice. □ 1 □ 2 □ 3 □ 4 □ 5
7. Our practice leaders are able to implement changes in how opioid prescriptions are managed. □ 1 □ 2 □ 3 □ 4 □ 5
8. A project to improve how we manage opioid prescriptions is a good fit for the values of our practice. □ 1 □ 2 □ 3 □ 4 □ 5
9. Our practice can support the time needed for ten hours of team meetings involving at least one provider and two staff to work on an opioid prescriptions project. □ 1 □ 2 □ 3 □ 4 □ 5
10. When we do a project, we usually have a “champion” to share information and help solve problems. □ 1 □ 2 □ 3 □ 4 □ 5
11. When we do a project, our practice usually provides the financial resources to carry it out. □ 1 □ 2 □ 3 □ 4 □ 5
12. Our practice cares about conducting projects so that we improve the quality of care. □ 1 □ 2 □ 3 □ 4 □ 5
13. During a project, there is usually good communication about what the team is working on and what it is planning. □ 1 □ 2 □ 3 □ 4 □ 5
14. After a project is complete, any changes to our work are usually explained in advance of being carried out. □ 1 □ 2 □ 3 □ 4 □ 5
15. Our projects usually do not increase the amount of work we do in the practice, but usually reduce or maintain the amount of work we do in the practice. □ 1 □ 2 □ 3 □ 4 □ 5
16. After a project is complete, we take the time to think about how it worked. □ 1 □ 2 □ 3 □ 4 □ 5

Please give us your thoughts in response to the following questions, using the back for additional space:

17. What improvements could be made in the way opioids are handled in your office?

18. Any other comments or questions? ____________________________________________

__________________________________________
Post-project Practice Survey

Instructions: Circle one answer in response to each statement below. All rating scales below are the same: from 1 (strongly disagree) to 5 (strongly agree). You do not need to put your name on this survey.

1. Our office has clear and well-organized policies and approaches to prescribing and managing chronic opioids.
   - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

2. The providers are satisfied with the system for prescribing opioids in our office.
   - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

3. The staff are satisfied with the system for prescribing opioids in our office.
   - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

4. The patients are satisfied with the system for prescribing opioids in our office.
   - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

5. I am satisfied with the system for prescribing opioids in our office.
   - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

6. Our practice leaders were committed to improving how opioid prescriptions are managed in our practice.
   - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

7. Our practice leaders were able to implement changes in how opioid prescriptions are managed.
   - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

8. The project to improve how we manage opioid prescriptions was a good fit for the values of our practice.
   - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

9. Our practice was able to support the time needed for ten hours of team meetings involving at least one provider and two staff to work on an opioid prescriptions project.
   - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

10. The opioid project had a “champion” to share information and help solve problems.
    - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

11. Our practice provided the financial resources to carry out the opioid project.
    - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

12. Our practice cares about conducting projects so that they improve the quality of care.
    - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

13. During the opioid project, there was usually good communication about what the team was working on and what it was planning.
    - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

14. After the opioid project was complete, any changes to our work were explained in advance of being carried out.
    - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

15. The opioid projects did not increase the amount of work we do in the practice, but reduced or maintained the amount of work we do in the practice.
    - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

16. After the project was complete, we took the time to think about how it worked.
    - [ ] 1  [ ] 2  [ ] 3  [ ] 4  [ ] 5

Please give us your thoughts in response to the following questions, using the back for additional space.

17. What improvements could be made in the way opioids are handled in your office?

18. Any other comments or questions?
Opioid Risk Tool

Patient

Date

Instructions: Mark each box that applies

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<th></th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Score</td>
<td>Score</td>
</tr>
<tr>
<td>1. Family History of Substance Abuse</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alcohol</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Illegal Drugs</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>2. Personal History of Substance Abuse</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alcohol</td>
<td>3</td>
<td>3</td>
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<tr>
<td>Illegal Drugs</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>3. Age (Mark box if 16-45)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>4. History of Preadolescent Sexual Abuse</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>5. Psychological Disease (Any one of)</td>
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</tr>
<tr>
<td>Attention Deficit Disorder</td>
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<td></td>
</tr>
<tr>
<td>Depression</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Total Score Risk Category

Low Risk  0–3
Moderate Risk  4–7
High Risk  ≥8

1. Patient has pain

2. Critical First Step: Assessment
   - History and physical
   - Key questions
   - Pain and functional assessment tools

3. Determine biological mechanisms of pain

4. Neuropathic pain
   - Peripheral (e.g., complex regional pain syndrome, HIV sensory neuropathy, metabolic disorders, phantom limb pain)
   - Central (e.g., Parkinson’s disease, MS, myelopathies, poststroke pain)

5. Muscle pain
   - Fibromyalgia syndrome
   - Myofascial pain syndrome

6. Inflammatory pain
   - Inflammatory arthropathies (rheumatoid arthritis)
   - Infection
   - Postoperative pain
   - Tissue injury

7. Mechanical/Compressive pain
   - Low back pain
   - Neck pain
   - Musculoskeletal pain (shoulders/elbow, etc.)
   - Visceral pain

4–7a Pain types and contributing factors are not mutually exclusive. Patients frequently do have more than one type of pain, as well as overlapping contributing factors.

8. Is pain chronic?
   - NO
   - See ICSI Acute Pain Guideline
   - YES

9. Is there a correctable cause of pain?
   - YES
   - 11 Specialty involvement
   - NO

10. Other assessment
    - Work and disability issues
    - Psychological and spiritual assessment
    - Contributing factors and barriers

12. To Management Algorithm
    - See next page

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Implementation Tool: Assessment and Management of Chronic Pain Guideline Summary

Management Algorithm

14 Level I Core Principles:
- Develop plan of care and set goals using the biopsychosocial model
- Physical rehabilitation with functional goals
- Psychosocial management with functional goals

15 Level I Management: neuropathic pain

16 Level I Management: muscle pain

17 Level I Management: inflammatory pain

18 Level I Management: mechanical/compressive pain

19 Level I Other Management:
- Pharmacologic (obtain DIRE score)
- Intervention
- Complementary

20 Primary care to measure goals and review plan of care

21 Goals met?
- Function
- Comfort
- Barriers

22 Self-management plan of care

23 OUTCOME ASSESSMENT

24 Has enough been tried with Level I Management?

25 Level II Management:
Interdisciplinary team referral, plus a pain medicine specialist or pain medicine specialty clinic

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Principles

Chronic pain is defined as persistent pain, which can be either continuous or recurrent and of sufficient duration and intensity to adversely affect a patient’s well-being, level of function, and quality of life (Wisconsin Medical Society, 2004 [R]). If the patient has not been previously evaluated, attempt to differentiate between untreated acute pain and ongoing chronic pain. If a patient’s pain has persisted for six weeks (or longer than the anticipated healing time), a thorough evaluation for the cause of the chronic pain is warranted.

The goals of treatment are an emphasis on improving function through the development of long-term, self-management skills including fitness and a healthy lifestyle.

ASSESSMENT

Chronic pain assessment should include determining the mechanisms of pain through documentation of pain location, intensity, quality and onset/duration; functional ability and goals; and psychological/social factors such as depression or substance abuse.

- See ICSI Chronic Pain Guideline, Appendix A, “Brief Pain Inventory.”
- See ICSI Chronic Pain Guideline, Annotation #12, “Other Assessment,” for example of questions regarding behavioral health, chemical health, spirituality and occupational health.

The goal of treatment is an emphasis on improving function through the development of long-term, self-management skills including fitness and a healthy lifestyle.

- A variety of assessment tools have been used in the medical literature for measuring, estimating or describing aspects of a patient’s functional ability. See ICSI Chronic Pain Guideline, Appendix C, for an example.

MANAGEMENT

A patient-centered, multifactorial, comprehensive care plan is necessary, one that includes addressing biopsychosocial factors. Addressing spiritual and cultural issues is also important. It is important to have a multidisciplinary team approach coordinated by the primary care physician to lead a team including specialty areas of psychology and physical rehabilitation.

- Empathetic listening is critical.
- Recognize that the term “chronic pain” may elicit a highly emotional resonance with some patients.
- Use diagnostic and anatomical terms.
- Focus on improving function.
- See ICSI Chronic Pain Guideline, Appendix D, “Personal Care Plan for Chronic Pain.”

Level I treatment approaches should be implemented as first steps toward rehabilitation before Level II treatments are considered.

Medications are not the sole focus of treatment in managing pain and should be used when needed to meet overall goals of therapy in conjunction with other treatment modalities.

- Careful patient selection and close monitoring of all non-malignant pain patients on chronic opioids is necessary to assess the effectiveness and watch for signs of misuse or aberrant behavior.
- Physicians should not feel compelled to prescribe opioids or any drug if it is against their honest judgment or if they feel uncomfortable prescribing the drug.

Review care plan and goals at every visit.

FOLLOW-UP CONSIDERATIONS

Involvement of a pain specialist in the care of a patient with chronic pain occurs optimally when the specialist assumes a role of consultation, with the primary care provider continuing to facilitate the overall management of the patient’s pain program. It is recommended that the primary care provider receive regular communications from the pain specialist and continue visits with the patient on a regular schedule, even if the patient is involved in a comprehensive management program at a center for chronic pain. The primary care provider should not expect that a consulting pain specialist will assume primary care of a patient unless there has been an explicit conversation in that regard between the consultant and the primary care provider. This is particularly true in regard to the prescribing of opioids: the primary care provider should expect to continue as the prescribing provider, and ensure the responsible use of the opioids through contracts, urine toxicology screens, etc. (the exception to this may occur with the admission of the patient into a opioid tracking program). Conversely, the consulting pain specialist should not initiate opioids without the knowledge and consent of the primary care provider.
PATIENT FOCUS GROUP:
KEY LEARNINGS FOR PROVIDERS
• Be aware that the term chronic pain may elicit a highly emotional response. Patients may feel discouraged that the pain will never go away despite their hope a cure will be found.
• Although patients would like a quick fix to their pain, frustration occurs when interventions that only provide temporary relief are found or utilized.
• Patients want to be included in the treatment plan. They are often proactive in seeking ways to alleviate or eliminate their pain. They may see several types of physicians and may have also tried to find relief from their pain in additional varieties of ways. Teamwork and empathetic listening in the development of a treatment plan are critical.
• When the physician acknowledges that chronic pain affects the whole person and really listens, patients are more likely to be open to learning how to live by managing their pain versus curing their pain.
• Most patients want to return to a normal routine of completing activities of daily living, (e.g., playing with children/grandchildren, going for a walk, and working within their limitations). The focus should be on improving function.
• Many patients have utilized a variety of interventions including medications and complementary therapies.

COGNITIVE-BEHAVIORAL STRATEGIES FOR PRIMARY CARE PHYSICIANS
There are a number of cognitive-behavioral strategies that primary care providers can utilize to help their patients manage chronic pain.
• Tell the patient that chronic pain is a complicated problem and for successful rehabilitation, a team of health care providers is needed. Chronic pain can affect sleep, mood, levels of strength and fitness, ability to work, family members, and many other aspects of a person’s life. Treatment often includes components of stress management, physical exercise, relaxation therapy and more to help them regain function and improve the quality of their lives.
• Let the patient know you believe that the pain is real and is not in his/her head. Let the patient know that the focus of your work together will be the management of his/her pain. ICSI Patient Focus Group feedback included patient concerns that their providers did not believe them/their child when they reported pain.
• Ask the patient to take an active role in the management of his/her pain. Research shows that patients who take an active role in their treatment experience less pain-related disability.

OPIOIDS: IMPORTANT CONSIDERATIONS
Before prescribing an opioid, the work group recommends using the DIRE tool to determine a patient’s appropriateness for long-term opioid management. See ICSI Chronic Pain Guideline Appendix E, “DIRE Score: Patient Selection for Chronic Opioid Analgesia.”

When there is non-compliance, escalation of opioid use, or increasing pain not responding to increasing opioids, consider whether this represents a response to inadequate pain control (pseudoaddiction, tolerance, or opioid-induced hyperalgesia) or a behavioral problem indicating the patient is not a candidate for opioid therapy.

Physicians must bear in mind that opioids are not required for everyone with chronic pain. The decision to use or continue opioids depends on many factors including type of pain, patient response and social factors. Physicians must have the fortitude to say no to opioids when they are not indicated, and to discontinue them when they are not working.

Discontinuation of opioids is recommended when it is felt that they are not contributing significantly to improving pain control or functionality, despite adequate dose titration. It is recommended that the primary care physician discontinue when there is evidence of substance abuse or diversion. In these cases, consider referral to substance abuse counseling. It is recommended to not abruptly discontinue but to titrate off by decreasing dose approximately 10%-25% per week. When a patient is unable to taper as an outpatient, a clonidine patch or tablets, or referral to a detox facility are potential options.
Implementation Tool: Assessment and Management of Chronic Pain Guideline Summary

Personal Care Plan for Chronic Pain

This tool has not been validated for research; however, work group consensus was to include it as an example of a patient tool for establishing a plan of care.

1. **Set Personal Goals**
   - Improve Functional Ability Score by points: __________; by date: __________
   - Return to specific activities, tasks, hobbies, sports, etc., by date: __________
     1. __________
     2. __________
   - Return to □ limited work or □ normal work by date: __________

2. **Improve Sleep**
   - Hours of sleep per night: goal __________ current __________
   - Follow basic sleep plan
     □ Eliminate caffeine and naps, relaxation before bed, go to bed at target bedtime: __________
     □ Take night time medications
       1. __________
       2. __________

3. **Increase Physical Activity**
   - Attend physical therapy __________ days per week
   - Complete daily stretching __________ times per day, for __________ minutes
   - Complete aerobic exercise/endurance exercise
     □ Walking __________ times per day, for __________ minutes or pedometer __________ steps per day
     □ Treadmill, bike, rower, elliptical trainer __________ times per week, for __________ minutes
     □ Target heart rate goal with exercise __________ bpm
   - Strengthening: elastic, hand weights, weight machines __________ minutes per day, __________ days per week

4. **Manage Stress**
   - List main stressors:__________________________
   - □ Formal interventions (counseling or classes, support group or therapy group):
     ________________________________
   - □ Daily practice of relaxation techniques, meditation, yoga, creative/service activity, etc.:
     ________________________________
   - Medications: ____________________________

5. **Decrease Pain**
   - Best pain level in past week: __________/ 10, worst pain level in past week: __________/ 10
   - □ Non-medication treatments: □ Ice/heat
   - □ Medications: ________________________________
   - □ Other treatments: ________________________________

Physician Signature ____________________________ Date ____________________________

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**Implementation Tool: Assessment and Management of Chronic Pain Guideline Summary**

**DIRE Score: Patient Selection for Chronic Opioid Analgesia**

The DIRE Score is a clinician rating used to predict patient suitability for long-term opioid analgesic treatment for chronic non-cancer pain. It consists of four factors that are rated separately and then added up to form the DIRE score: Diagnosis, Intractability, Risk and Efficacy. The Risk factor is further broken down into four subcategories that are individually rated and added together to arrive at the Risk score. The Risk subcategories are: Psychological Health, Chemical Health, Reliability, and Social Support. Each factor is rated on a numerical scale from 1 to 3, with 1 corresponding to the least compelling or least favorable case for opioid prescribing, and 3 denoting the most compelling or favorable case for opioid prescribing. The total score is used to determine whether or not a patient is a suitable candidate for opioid maintenance analgesia. Scores may range from 7 at the lowest (patient receives all 1s) to 21 at the highest (patient receives all 3s).

For each factor, rate the patient’s score from 1 to 3 based on the explanations in the right-hand column.

<table>
<thead>
<tr>
<th>Score</th>
<th>Factor</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DIAGNOSIS</strong></td>
<td>1 = Benign chronic condition with minimal objective findings or no definite medical diagnosis. Examples: fibromyalgia, migraine headaches, non-specific back pain.</td>
<td></td>
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<tr>
<td>2 = Slowly progressive condition concordant with moderate pain, or fixed condition with moderate objective findings. Examples: failed back surgery syndrome, back pain with moderate degenerative changes, neuropathic pain.</td>
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<tr>
<td>3 = Advanced condition concordant with severe pain with objective findings. Examples: severe ischemic vascular disease, advanced neuropathy, severe spinal stenosis.</td>
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<tr>
<td><strong>INTRACTABILITY</strong></td>
<td>1 = Few therapies have been tried and the patient takes a passive role in his/her pain management process.</td>
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<tr>
<td>2 = Most customary treatments have been tried but the patient is not fully engaged in the pain management process, or barriers prevent (insurance, transportation, medical illness).</td>
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<tr>
<td>3 = Patient fully engaged in a spectrum of appropriate treatments but with inadequate response.</td>
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<tr>
<td><strong>RISK</strong></td>
<td>(R= Total of P+C+R+S below)</td>
<td></td>
</tr>
<tr>
<td>Psychological</td>
<td>1 = Serious personality dysfunction or mental illness interfering with care. Example: personality disorder, severe affective disorder, significant personality issues.</td>
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<tr>
<td>2 = Personality or mental health interferes moderately. Example: depression or anxiety disorder.</td>
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<tr>
<td>3 = Good communication with clinic. No significant personality dysfunction or mental illness.</td>
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<tr>
<td>Chemical Health</td>
<td>1 = Active or very recent use of illicit drugs, excessive alcohol, or prescription drug abuse.</td>
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<tr>
<td>2 = Chemical coper (uses medications to cope with stress) or history of CD in remission.</td>
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<td></td>
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<tr>
<td>3 = No CD history. Not drug focused or chemically reliant.</td>
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<tr>
<td>Reliability</td>
<td>1 = History of numerous problems: medication misuse, missed appointments, rarely follows through.</td>
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<tr>
<td>2 = Occasional difficulties with compliance, but generally reliable.</td>
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<tr>
<td>3 = Highly reliable patient with meds, appointments &amp; treatment.</td>
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<tr>
<td>Social Support</td>
<td>1 = Life in chaos. Little family support and few close relationships. Loss of most normal life roles.</td>
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<tr>
<td>2 = Reduction in some relationships and life roles.</td>
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<tr>
<td>3 = Supportive family/close relationships. Involved in work or school and no social isolation.</td>
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<tr>
<td><strong>EFFICACY SCORE</strong></td>
<td>1 = Poor function or minimal pain relief despite moderate to high doses.</td>
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<td>2 = Moderate benefit with function improved in a number of ways (or insufficient info – hasn’t tried opioid yet or very low doses or too short of a trial).</td>
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<tr>
<td>3 = Good improvement in pain and function and quality of life with stable doses over time.</td>
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</tbody>
</table>

Score 7-13: Not a suitable candidate for long-term opioid analgesia
Score 14-21: May be a good candidate for long-term opioid analgesia

Used with permission by Miles J. Belgade, MD
**PEG (Pain, Enjoyment, General Activity): A Three-Item Scale Assessing Pain Intensity and Interference**

1. What number best describes your **Pain on average** in the past week?
   - 1 no pain
   - 2
   - 3
   - 4
   - 5
   - 6
   - 7
   - 8
   - 9
   - 10 pain as bad as you can imagine

2. What number best describes how, during the past week, pain has interfered with your **Enjoyment of life**?
   - 1 no pain
   - 2
   - 3
   - 4
   - 5
   - 6
   - 7
   - 8
   - 9
   - 10 pain as bad as you can imagine

3. What number best describes how, during the past week, pain has interfered with your **General activity**?
   - 1 no pain
   - 2
   - 3
   - 4
   - 5
   - 6
   - 7
   - 8
   - 9
   - 10 pain as bad as you can imagine

*From Krebs et al., 2009*
Sample Protocol for Team Approach to Opioid Prescription Management

(Strategy 2)

**OUR GOAL**
Develop consensus among providers to control the prescribing of controlled medications in a way that is consistent across the practice, reducing the stress on providers & staff to service the patients of our community.

**OUR CHRONIC PAIN PATIENTS ARE:**
- Patients whose treatment is with an opioid for 4 weeks or more (such as Vicodin, T#3, Percocet, Dilaudid, Fentanyl).
- Patients who are on a stable dose of opioids
- Patient who are seen on a fixed interval visits, not more than 84 days apart.
- In the electronic record, patients who are listed on the Registry with “R” besides their name.

**OUR VPMS LOOK UP PROCESS**
Nurse A will:
- Look up patients on the VPMS the day prior to visit
- Leave report or notes on the provider’s desk the day prior
- Check for updated agreement/contract & enter in the pink sticky note stating when it was last signed
- Give each nurse a list of patients who need a new contract

Contracts will only be updated for patients who are scheduled for a Chronic Pain visit, not an acute unrelated issue

Nurse A will also put into action the Rx prior authorization preparation process

Provider will review the VPMS patient list and determine who will need a urine sample

**PATIENT ARRIVES**
a. Patient arrives on time
b. Nurse will room the patient
c. Patient provides a urine sample
d. Patient is given the updated narcotic contract (if it needs to be updated and the visit is specifically for Chronic Pain)
e. Provider reviews:
   - VPMS
   - Labs
   - Telephone Encounters
   - Current Signed agreement
   - Specialty notes

**PATIENT ENCOUNTER**
a. Patient Care
b. Provider will go over the agreement/contract with patient and answer any questions regarding the contract. Point out Rx will only be filled at Chronic Pain visits
c. Agreement signed with patient
d. 3 prescriptions printed, signed, stapled, and placed in the wall file/basket

**CHECKOUT/PHARMACY**
a. Schedule the next CPM visit
b. Give prescription to patient and instruct to bring it to their pharmacy
c. Scan the new agreement/contract
d. Give copy of contract to patient
e. Patient gives all 3 prescriptions to their designated pharmacy to be filled and to keep future prescriptions
f. Nurses have a prior authorization binder. This is kept in the nurses station and updated monthly by the Referral Nurse
When the “Chronic Pain Management” template is used, a section specifically titled Chronic Pain Management populates in the Examination section in the progress note. This section has a list of questions to answer.

Each question has a drop down box of possible “structured” answers (we can run reports on structured fields). There is also the option to free text an answer as well, but no reports can be done for these fields. Below is an example of the “Pain is Controlled” question:

This is what it looks like in the note, with the questions answered:
Instructions: Develop an implementation plan for each step in the new care process. Identify each task, along with who will take the lead and by what time the task should be finished or reviewed for an update.

Select measures to track to help make sure that the strategies are working. See suggestions at the bottom of each “strategy” page in the Toolkit.

### Implementation Plan Template

**Opioid Prescription Management Project**

<table>
<thead>
<tr>
<th>What</th>
<th>Who</th>
<th>By When</th>
<th>Outcome &amp; Next Step</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NEW FLOW OF WORK</strong></td>
<td></td>
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<tr>
<td>(list selected strategies)</td>
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</table>

| **MEASURES TO TRACK**       |     |         |                     |
| (based on selected strategies) |     |         |                     |
|                             |     |         |                     |
|                             |     |         |                     |
|                             |     |         |                     |
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|                             |     |         |                     |
|                             |     |         |                     |
|                             |     |         |                     |
|                             |     |         |                     |
### Implementation Plan Sample

#### Opioid Prescription Management Project

Instructions: Develop an implementation plan for each step in the new care process. Identify each task, along with who will take the lead and by what time the task should be finished or reviewed for an update.

Select measures to track to help make sure that the strategies are working. See suggestions at the bottom of each “strategy” page in the Toolkit.

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<th>Outcome &amp; Next Step</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CURRENT PLAN</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Maintain Registry of Opioid patients</td>
<td>All Providers</td>
<td>Ongoing</td>
<td>Staff A will run a new report. Providers will recheck and remove patients who are occasional users.</td>
</tr>
</tbody>
</table>
| Develop Front Desk Protocol | Staff B, Staff C, and Practice Manager | DONE | Check with staff at next meeting for fine tuning and adjustments.  
- Patients who will not be scheduled for Chronic Pain Management visits will not be on the registry  
- Patients who are on the registry and call for an early re-fill will be told “No” by everyone they talk to  
- Patients not on the registry and call for a refill or an early refill will be transferred via message to the PCP. If the PCP is not available, the covering provider will refill to next PCP visit. |
| VPMS Review prior to Chronic Pain Management visit | Nurse A | Soon | Waiting for password from Health Department. Will trial and share with nursing staff. |
| Update agreement to include “refills at appointments only” | Practice Manager & providers | 9/13/13 | Finalize draft, remove all old copies, and replace Nurses to include with VPMS reports |
| Wall sleeve for Rx mounted near printer (Front Desk basket for now); stapler nearby | Practice Manager | 9/23/13 9/9/13 DONE | To be ordered |
| Prior authorization notebook with monthly tabs for tickler | Nurse B | 9/16/13 DONE | Set up and share with all nursing staff |
| Add updated Patient Agreement to rooming process | Nurse A | Soon | |
| **MEASUREMENT** | | | |
| Track phone call volume for opioid refills | Nurse A, Nurse B, and Practice Manager | Completed for 1st 2 weeks of September | Repeat for 1st half of October by Triage Nurses from 9/30/13-10/11/13. Practice Manager will post data sheet on wall. |
| Note practice deviations from protocol | Everyone | Ongoing | Bring to next meeting – 10/4/13 |
| Survey to be repeated in early December | Staff D | 12/2-6/13 | |
References


