A Relationship-Centered Approach to Chronic Pain

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Objectives

1. Describe the impact of chronic pain on patients & providers
2. Identify common challenges associated with managing chronic pain conditions
3. Apply relationship-centered communication skills for chronic pain management, including:
   • establishing and maintaining boundaries
   • aligning patient-provider expectations
   • collaborating on a management plan
Roadmap

Overview
Warm-ups & Drills
Brief Didactic
Skills practice
Wrap up
Let’s get acquainted...
Think-Pair-Share

• **THINK** (1 minute): Please reflect on a time when you had an encounter that went well. What skill(s) contributed to your success?”

• **PAIR** up with the person next to you.

• **SHARE** (4 minutes): Practice reflective listening while taking turns sharing your biggest challenge.
Chronic Pain Conversation Skills Practice

Lorraine Thompson
• 66 years-old
• Colon Ca s/p hemicolecotomy
• Chronic Pain
• Fell
• Hip Fracture s/p repair
• Sent to Rehab

Ralph Thompson
• Patient’s Husband
• Daughter 3 states away
• Works full time
• Also experienced chronic pain once, had opiate side effects
• Concerned about wife getting “addicted”
Key Steps for Patients with Chronic Pain

Convey Empathy

Convey Value & Respect

Demonstrate empathy

Support

Acknowledge

Validate

Emotion Naming
# Key Steps for Patients with Chronic Pain

<table>
<thead>
<tr>
<th>Explore Patient’s Perspective</th>
<th>Vital Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen Reflectively</td>
<td>Ideas</td>
</tr>
<tr>
<td>Elicit Narrative</td>
<td>Expectations</td>
</tr>
<tr>
<td>Determine Agenda</td>
<td>Worries</td>
</tr>
</tbody>
</table>
Key Steps for Patients with Chronic Pain

Engage the Patient
Share diagnosis in the context of the patient’s goals
Collaborate
Dialogue throughout

Assess
Reflect
Inform
Assess
The Same Steps in Setting Boundaries

1. Convey empathy throughout
2. Elicit patient agenda and perspective
3. Establish boundary by framing it in the context of patient’s perspective; direct/succinct/non-punitive; dialogue with A.R.I.A.

The opioid medication is not managing your pain as successfully as we would like. You aren’t able to do all you would like to with your work and your kids. I would like to try a new plan to improve the quality of your life..
Additional Tips

• Set functional rather than analgesic goals

• Set specific end points for treatment

• Clearly state activity expectations appropriate to current phase of treatment
Relationship Improves…

For Patients:
• Pain
• Post-op opioid use
• Coping capacity
• Self management of symptoms
• Satisfaction

For Providers:
• Accuracy of pain & disability assessments
• Efficacy of chronic pain management
• Visit satisfaction

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