

An Example from a Federally Qualified Health Center



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Austin, TX**

An Integrative Pain Management Program in a Federally Qualified Health Center

AACIPM Virtual Symposium

Thursday, September 24th, 2020

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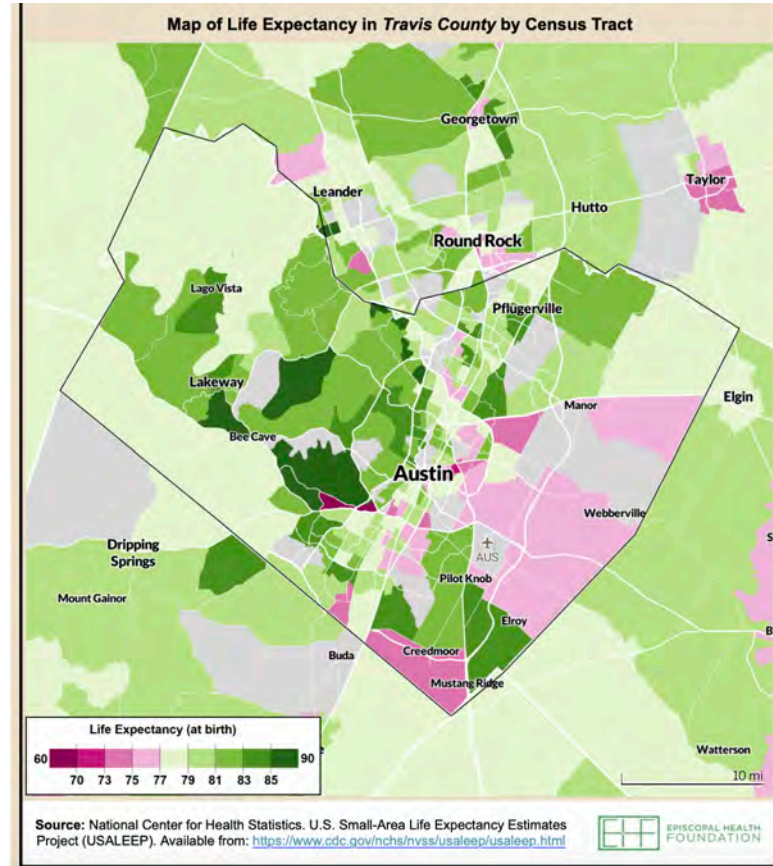
Who is PEOPLE'S COMMUNITY? CLINIC

- Founded in 1970 as People's Free Clinic in an Austin church basement
- Federally Qualified Health Center
- Patient-Centered Medical Home
 - ➔ Community-Centered Health Home



Why Build a Pain Program?

- Address health disparities
- Mitigate opioid prescribing
- Align with best practices
- Do what's right for our patients



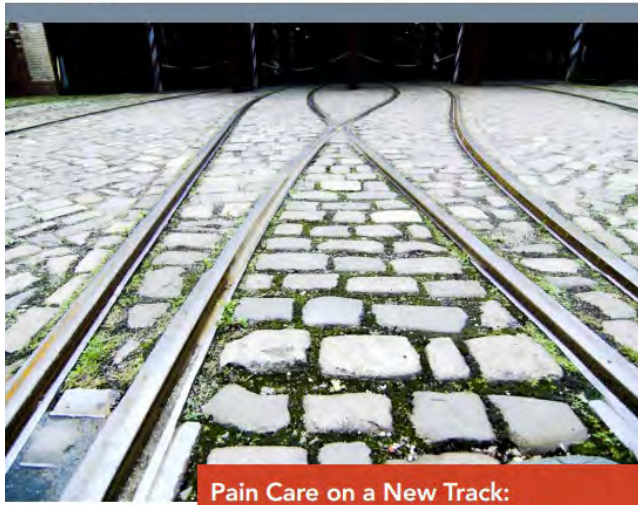
How Did We Pay for This?

- General operating fund
- HRSA grants for opioid prevention
 - [AIMS Grant \(2017\)](#)
 - [IBHS Grant \(2019\)](#)

How We Built the Program



California Health Care Foundation



Pain Care on a New Track:
Complementary Therapies in the
Safety Net

JULY 2016



<https://im4us.org>

- Group Medical Visits
- Team-based care including integrated behavioral health
- Non-pharmacologic services including acupuncture, physical movement, etc.
- Buprenorphine for both opioid dependency and chronic pain

<http://www.chcf.org/publications/2016/07/pain-care-safety-net>

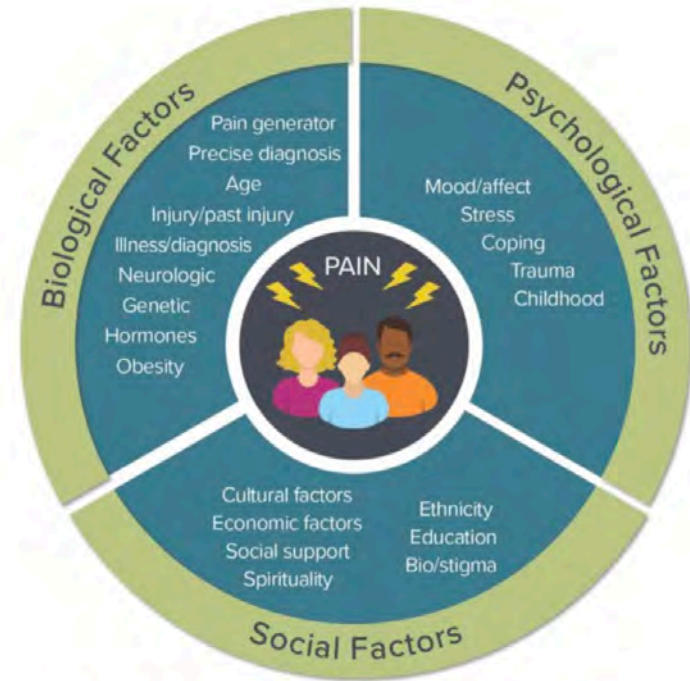


Figure 5: The Biopsychosocial Model of Pain Management

U.S. Department of Health and Human Services (2019, May). Pain Management Best Practices Inter-Agency Task Force Report: Updates, Gaps, Inconsistencies, and Recommendations. Retrieved from U. S. Department of Health and Human Services website: <https://www.hhs.gov/ash/advisory-committees/pain/reports/index.html>

SOCIAL DETERMINANTS AND SOCIAL NEEDS: MOVING BEYOND MIDSTREAM



Castrucci, B. and Auerbach, J. "Meeting Individual Social Needs Falls Short Of Addressing Social Determinants Of Health;" Health Affairs Blog, Jan 16,2019.

Name _____

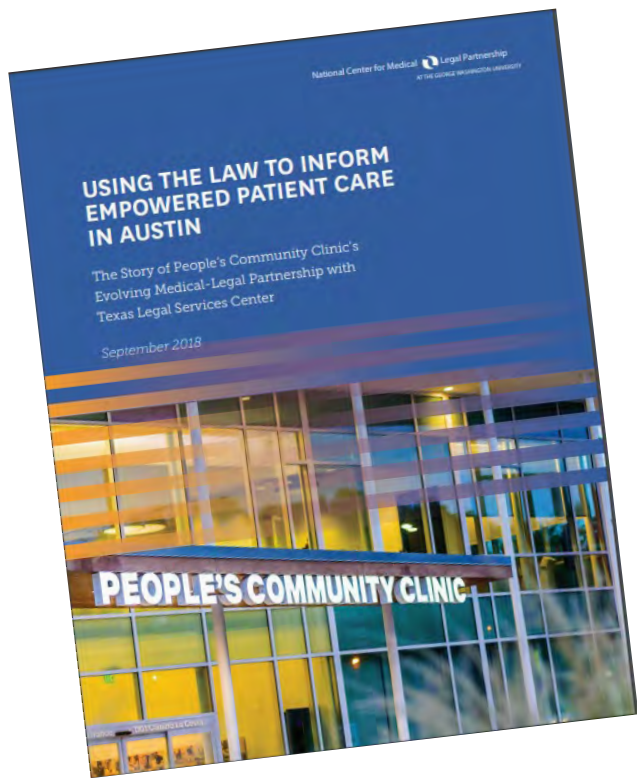
Date of birth _____

We care about you and your family. Your answers can help us know you better and build new partnerships in our community to help meet our patients' needs. You can skip questions or stop at any time. Whether you do this survey or not, our clinic will continue to care for you with dignity and respect.

CHECK ALL BOXES THAT APPLY TO YOU AND YOUR FAMILY.

	<p>Think about your future. Do you need help getting any of the following?</p> <p><input type="checkbox"/> checking/savings bank account <input type="checkbox"/> preschool for your 3- to 5-year-old child</p> <p><input type="checkbox"/> job or job training <input type="checkbox"/> English classes for you or a family member</p> <p><input type="checkbox"/> a GED <input type="checkbox"/> financial aid for college</p> <p><input type="checkbox"/> high-speed internet <input type="checkbox"/> I don't need help getting any of these things.</p>
	<p>Think about your groceries. In the past year, have you worried that you would run out of food?</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> We don't have enough food right now.</p>
	<p>Think about the place you live. Do you have problems with any of the following?</p> <p><input type="checkbox"/> losing your housing <input type="checkbox"/> unclean water</p> <p><input type="checkbox"/> mold or water leaks <input type="checkbox"/> broken or no smoke detectors</p> <p><input type="checkbox"/> lead paint/pipes <input type="checkbox"/> broken heat or air conditioning</p> <p><input type="checkbox"/> bugs or rodents <input type="checkbox"/> I don't have problems with any of these things.</p>
	<p>Think about your utilities (gas, water, electric). In the past year, have you had trouble paying your bill?</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> My gas, water, or electric is shut off right now.</p>
	<p>Think about your money. Do you need help getting any of the following?</p> <p><input type="checkbox"/> food stamps (SNAP) <input type="checkbox"/> free tax help, especially if you work or have kids</p> <p><input type="checkbox"/> WIC <input type="checkbox"/> lowering your debt/improving your credit score</p> <p><input type="checkbox"/> welfare/cash assistance (TANF) <input type="checkbox"/> I was recently denied one of these and want help.</p> <p><input type="checkbox"/> veterans' benefits (VA) <input type="checkbox"/> I don't need help getting any of these things.</p>
	<p>Think about your transportation. Do you miss medical appointments because you have no way to get there or because it is hard to get there?</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p>
	<p>Think about your neighborhood. Do you feel unsafe doing any of the following?</p> <p><input type="checkbox"/> being in your yard/on your sidewalks <input type="checkbox"/> shopping at your grocery store</p> <p><input type="checkbox"/> using your local park <input type="checkbox"/> going to your school or your child's school</p> <p><input type="checkbox"/> visiting your local library <input type="checkbox"/> waiting at your local bus stop</p> <p><input type="checkbox"/> calling the police <input type="checkbox"/> I feel safe doing all of these things.</p>
	<p>Think about your community. Would you like information about any of the following?</p> <p><input type="checkbox"/> voting (registering, where to go, etc.) <input type="checkbox"/> joining affordable sports activities (<input type="checkbox"/> youth <input type="checkbox"/> adult)</p> <p><input type="checkbox"/> volunteering <input type="checkbox"/> joining social clubs (<input type="checkbox"/> youth <input type="checkbox"/> adult <input type="checkbox"/> senior)</p> <p><input type="checkbox"/> getting an ID <input type="checkbox"/> I don't need information about these things.</p>

The screenshot shows the website interface for finding resources. At the top, there's a navigation bar with icons for various services: FOOD, HOUSING, GOODS, TRANSIT, HEALTH, MONEY, CARE, EDUCATION, WORK, and LEGAL. Below this is a search bar with the text 'Austin, TX (78752) | food | food pantry' and a 'Sort by' dropdown set to 'RELEVANCE'. The main content area displays a search result for 'Feed The Community Food Pantry by Gateway Church'. It includes a map of Austin, TX, with several red location pins. To the right of the map, there's a list of services: 'COVID-19 Response Program', 'Main Services: food pantry, spiritual support', and 'Serving: anyone in need, all ages, covid19, individuals, families'. Below the map and text are buttons for 'MORE INFO', 'SAVE', 'SHARE', 'NOTES', and 'SUGGEST'. At the bottom right, there's a prominent green button that says 'SEE NEXT STEPS'.

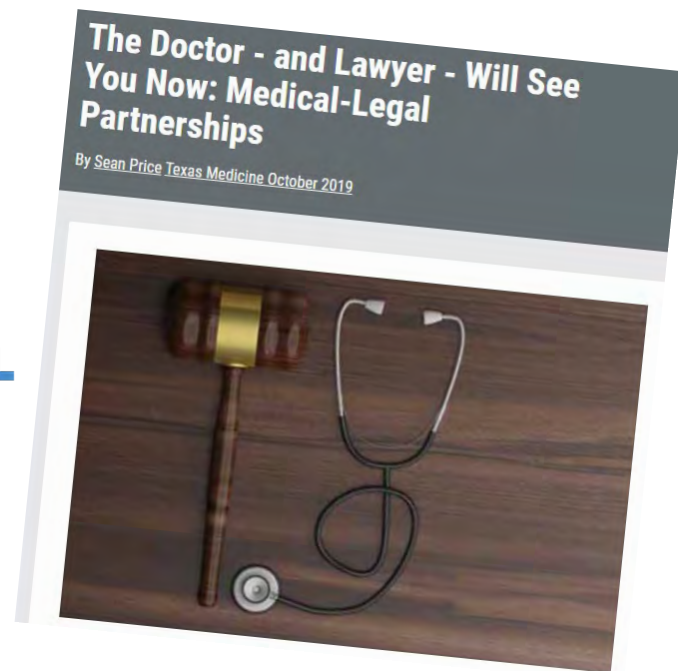


<https://medical-legalpartnership.org/mlp-resources/austin-story/>

"In a Texas Clinic, Lawyers Are Health Care Providers"



Keegan Warren-Clem, JD LLM
keegan@austinpcc.org



<https://www.texmed.org/Template.aspx?id=51647>

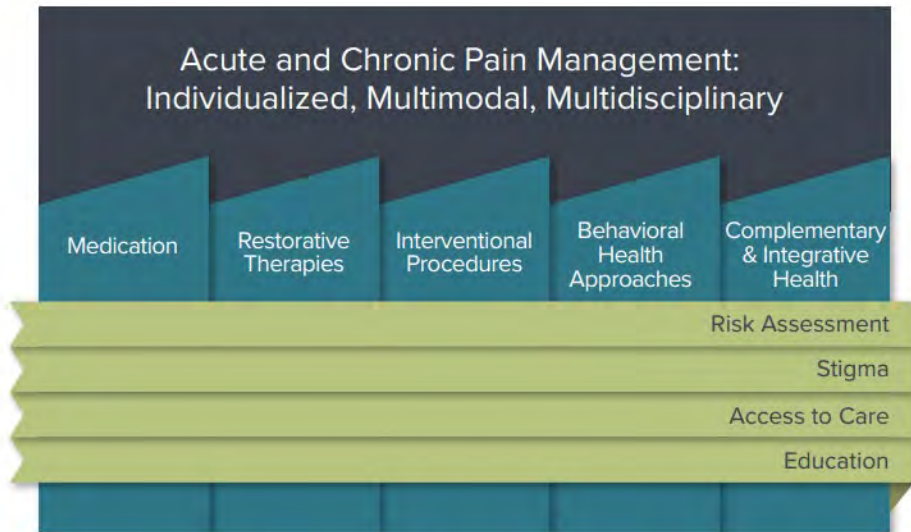


Figure 4: Acute and Chronic Pain Management Consists of Five Treatment Approaches Informed by Four Critical Topics

U.S. Department of Health and Human Services (2019, May). Pain Management Best Practices Inter-Agency Task Force Report: Updates, Gaps, Inconsistencies, and Recommendations. Retrieved from U. S. Department of Health and Human Services website: <https://www.hhs.gov/ash/advisory-committees/pain/reports/index.html>

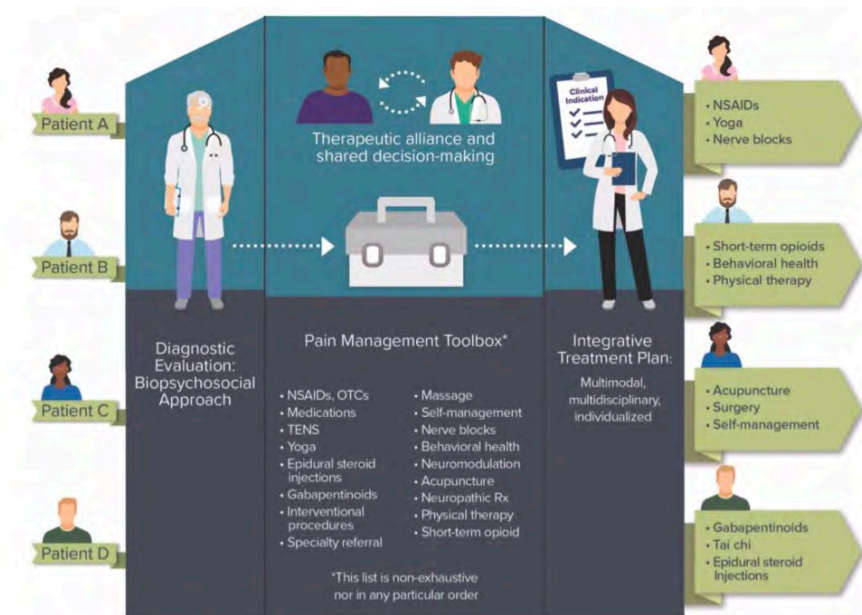


Figure 6: Individualized Patient Care Consists of Diagnostic Evaluation That Results in an Integrative Treatment Plan That Includes All Necessary Treatment Options

PCC Integrative Pain Management Program



MEDICAL-LEGAL



PRIMARY CARE



BEHAVIORAL HEALTH



SUBSTANCE
USE
TREATMENT



PATIENT



ACUPUNCTURE



EXERCISE



NUTRITION



YOGA THERAPY



Overview of Integrative Pain Management Group Medical Visits and Curriculum

Session 1	March 27, 2019	Orientation/Reaction to Stress
Session 2	April 3, 2019	Our Bodies Response to Pain
Session 3	April 10, 2019	Our Bodies and Inflammation
Session 4	April 17, 2019	Food and Movement as Medicine
Session 5	April 24, 2019	The Importance of Healthy Sleep
Session 6	May 1, 2019	Your Mental Health Matters
Session 7	May 8, 2019	Celebration



INTEGRATIVE MEDICINE GROUP VISITS

Participant Manual



Program for
Integrative Medicine
& Health Care Disparities



Department of Family Medicine

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Case Conferences



Evaluation

- Pain and Functioning
 - Defense and Veterans Pain Rating Scale
- BH Measures
 - PHQ-9, GAD-7
- Physical Health Measures
 - BMI, BP, HbgA1c
- Opioid Use
- ER Utilization
- **Quality of Life**
 - Flourishing Measures

Table. Flourishing Measure and Questions^a

Domain	Question/Statement ^b
Happiness	1. Overall, how satisfied are you with life as a whole these days?
	2. In general, how happy or unhappy do you usually feel?
Mental and physical health	3. In general, how would you rate your physical health?
	4. How would you rate your overall mental health?
Meaning and purpose	5. Overall, to what extent do you feel the things you do in your life are worthwhile?
	6. I understand my purpose in life.
Character	7. I always act to promote good in all circumstances, even in difficult and challenging situations.
	8. I am always able to give up some happiness now for greater happiness later.
Close social relationships	9. I am content with my friendships and relationships.
	10. My relationships are as satisfying as I would want them to be.
Financial stability	11. How often do you worry about being able to meet normal monthly living expenses?
	12. How often do you worry about safety, food, or housing?

^a Adapted from VanderWeele.¹

^b Each question or statement is evaluated 0 (lowest response) to 10 (highest response). More detailed scoring information is available in the Supplement.

COVID-19

- Disproportionately affecting our patients
- Changed how our clinic operates
 - Many programs cancelled or postponed
- Moving to virtual offerings
 - BH and SUD visits
 - Legal care
 - One-on-one Yoga Therapy
 - On-demand videos
 - Coming soon: Groups, Nutrition, Acupressure
- Will be restarting Acupuncture shortly



Challenges

- Long waits for many of the services
- Many non-pharmacologic services not covered in an FQHC
- With COVID-19:
 - Limited internet access and technology literacy
 - Losing the in-person connection

Fred's Story



<https://youtu.be/pJsS3XNFzKE>

Gloria's Story (translated from Spanish)

"It is a process, a combination of things, that you need to do when you have chronic pain. Some of these things are your family, the doctor, physical therapy and mental therapy. When I was doing very, very bad, I was having panic attacks and intense anxiety. I didn't know how to help myself. I had not yet been to the chronic pain groups, so that's why therapy is so important.

It is very difficult and painful to live with chronic pain. There are days when you have pain, but there are other days when you have pain that is unbearable. I lived for 8 months with very intense pain in my body. There were times when I felt might die from the pain. When I was feeling very ill, I would sleep in order to calm my pain. I took medicine for the pain. I spent almost every day in bed and had no strength or energy.

The important things I did that helped me start to see an improvement in my pain were: to take my medication; drink ginger and turmeric tea as well as chamomile and valerian root. A very important part was to start to eat healthily. When we eat healthy food with vegetables, spices, and avoid junk food, our body gets what it needs. I completely changed the way I eat and it helped me so much. Another thing I did was to begin to walk a little, as much as I could bear. I also took baths with Epsom salts so that I could relax my muscles. I found that ice compresses helped me a lot, more than heat. It is also important to do a little bit of movement, a little stretching.

But in the most difficult moments, none of these things took away my pain. What they did was help me support my body so that it could stay strong, so that I could continue to face or bear my pain.

As far as the emotional part, it helps a lot to have the support of your family and to have therapy with a therapist. Therapists must be available, because when you get that far down, your self-esteem suffers greatly.

Another thing is to go outside, to do things that you enjoy doing. When you are dealing with chronic pain, all of these steps that I took are important. Something else that is important is to have patience, because the process of improving chronic pain is very slow."

Thank You!

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