

Patient Engagement Learning Series

Managing Chronic Healthcare Amid COVID-19

Tuesday, April 7, 2020 at 2:00 pm ET



National Nurse-Led Care Consortium

The **National Nurse-Led Care Consortium (NNCC)** is a membership organization that supports nurse-led care and nurses at the front lines of care.

NNCC provides expertise to support comprehensive, community-based primary care and public health nursing.

- Policy research and advocacy
- Program development and management
- Technical assistance and support
- Direct, nurse-led healthcare services

Speakers



Shelley Bastos

Patient Representative

National Nurse-Led Care Consortium



Jillian Bird

Nurse Training Manager

National Nurse-Led Care Consortium



Ivy Clark

Patient Representative

National Nurse-Led Care Consortium



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Research Scientist

Research and Evaluation



Kristine Gonnella

Moderator

National Nurse-Led Care Consortium



Marie O'Brien

Integrative Pain Management Coordinator

Mather Hospital

Objectives

- Identify 2 chronic health conditions that increase vulnerability to COVID-19.
- Describe 2 ways to manage chronic pain while protecting themselves against COVID-19.

Panel Discussion



Shelley Bastos
Patient Representative
National Nurse-Led Care Consortium



Jillian Bird
Nurse Training Manager
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Patient Representative
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Marie O'Brien
Integrative Pain Management Coordinator
Mather Hospital

Pop Up Question



What unique challenges are you currently facing in light of COVID-19 with engaging participants in pain management?

Credit: "The Great Wave off Kanagawa," Hokusai

Helping Patients Manage Their Health in the Time of COVID-19

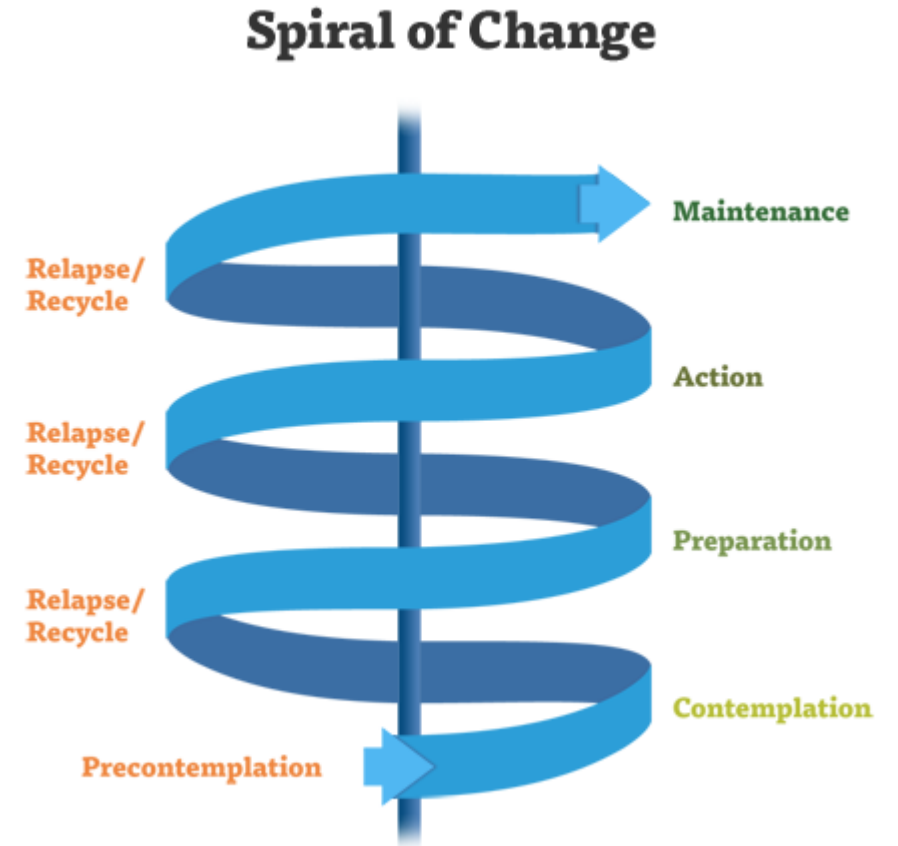
- Health care offices are seeking to minimize in-person appointments for those with chronic health conditions to prioritize urgent in-person needs and to minimize COVID exposure, especially for those vulnerable with chronic conditions
- Telehealth visits seek to provide continuity of care to engage with patients around their health needs
- As Shelter-at-Home and Social Distancing policies seek to “Flatten the Curve”, the longer these efforts continue, the more challenging routine health care becomes

Telehealth=Greater Patient Self-Management

- With remote/ brief visits, the advanced practice nurse and other health providers do not have the full suite of vitals, laboratory blood values, physical examination and screening measures to assess needs
- Telehealth increases the emphasis on helping patients engage in their own personal wellness plans to achieve optimal health
- With isolation at home, healthy behaviors such as physical activity, healthy eating, medication refilling, and stress reduction can be challenging

Patient Motivation is Crucial!

- For the health care provider, it is essential we have sufficient patient buy-in and engagement to foster the necessary health behaviors to manage chronic health needs.
- This becomes more paramount with telehealth or brief visits



On a scale of 0 to 10, how **IMPORTANT** is it for you right now to change?

0 ___ 1 ___ 2 ___ 3 ___ 4 ___ 5 ___ 6 ___ 7 ___ 8 ___ 9 ___ 10

Not at all

Extremely

Important

Important

On a scale of 0 to 10, how **CONFIDENT** are you that you could make this change?

0 ___ 1 ___ 2 ___ 3 ___ 4 ___ 5 ___ 6 ___ 7 ___ 8 ___ 9 ___ 10

Not at all

Extremely

Confident

Confident

During Triaging of Needs – Crucial Role of Patient Engagement Dialogue & Motivational Interviewing

Nonpharmaceutical Interventions to Self-Manage Chronic Pain

“...I learned that pain isn’t the whole problem and the absence of pain isn’t the whole solution. I know that even if a miracle occurred and suddenly my pain was gone, everything would not be fine. There is more to the picture. I would still need to deal with the damage caused to myself and others because of my chronic pain.”

—Meditations for Pain Recovery by Tony Greco

CDC Guidelines for Pain Management (2016)

- Opioids shouldn't be the front-line approach to treating non-cancer persistent pain
- A combination approach of:
 - **Medication:** NSAIDS
 - **Self- Management Strategies**
 - **Referral:** Physical/Occupational Therapy (movement / home care plan)
 - **Referral:** Health Behaviorist (e.g. Psychologist) to help with cognitive-behavioral Therapeutic strategies to help with coping skills for pain and reducing contributing factors (e.g. depression, anxiety)

Dowell, D., Haegerich, T. M., & Chou, R. (2016). CDC guideline for prescribing opioids for chronic pain—United States, 2016. *Jama*, 315(15), 1624-1645.

Categories of Self-Management

- Therapeutic Modalities
- Behavioral Strategies
- Alternative & Complementary Therapies
- Online Self-Help & Apps



Therapeutic Modalities

- Heat
 - Hot Shower, Heating Pad, Warming Balms
- Electrical Stimulation
 - TENS-Unit
- Massage
 - Electronic Massagers, Massage Chair, Partner Massage, [Self-Massage](#) Techniques
- Soaking
 - Foot Massage, Epsom Bath
- Use of Assistive Technologies
 - Hand-Held Grappers, Foot Stools at Desk

Evidenced-Based Behavioral Strategies

- Activity Pacing
 - Slowly increasing your physical activity to improve stamina and strengthening, reducing pain experience
- Relaxation Techniques
 - Progressive Muscle Relaxation, Visualization, Deep-Breathing
- Meditation
 - Finding a good guided meditation can help with distraction and ongoing pain coping
- Distraction Techniques
 - Short-term techniques to cope with pain ranging from counting, cross-stitch, phone use, to visualizations

Evidenced-Based Behavioral Strategies

- [Cognitive-Behavioral Therapy](#)
 - Focuses on helping cope better with pain, by coping with pain thoughts, changing behaviors to assist with pain management, and help with emotional coping
 - Online (above) and free [Mobile App](#)
- [Acceptance Commitment Therapy](#)
 - Helps one come to a better degree acceptance with one's pain, reducing catastrophizing and inactivity, to focus on priorities and goals in one's life
 - Resources (above) and free [Mobile App](#)

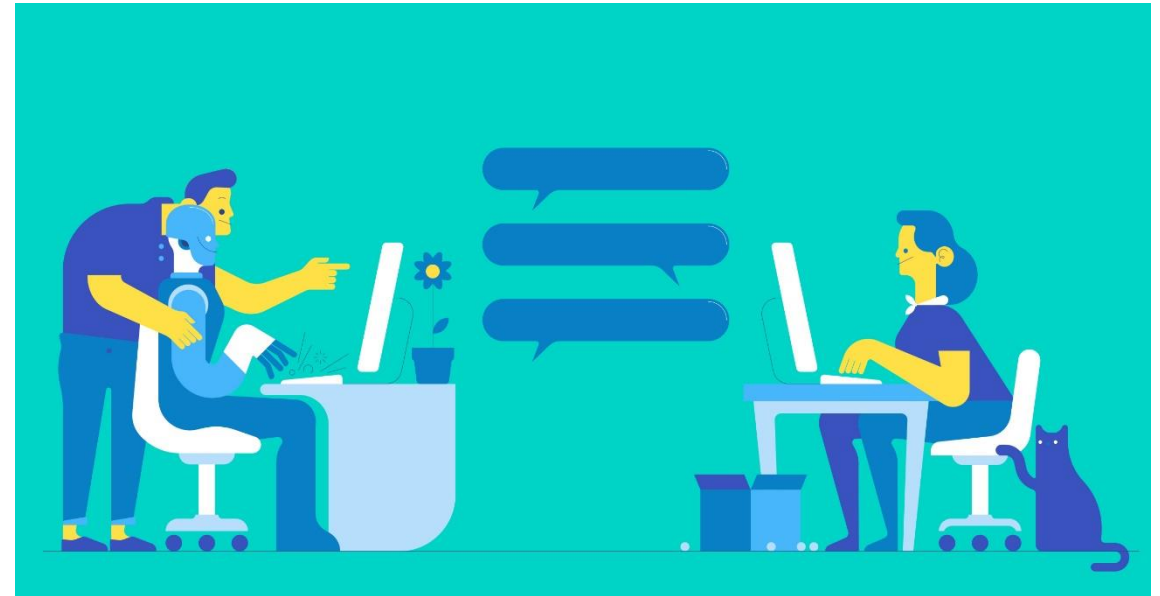
Alternative & Complementary Treatments for Pain

- Yoga
- Acupuncture
- Reiki
- Therapeutic Massage
- Essential Oils /
Aromatherapy
- CBD / Medical Marijuana
- Meditation
- Healthy Diet Changes
 - Avoiding Foods with
Inflammatory Properties
 - Supplements
- T'ai Chi
- Supervised Exercise
- Music Therapy
- Dance / Creative Arts

Online Pain Support Groups

Guidelines for looking for a pain support group

- Online- Chronic Pain Anonymous
- Call-In Groups Pain Connection
- Local In-Person Groups



Considerations in Promoting New Skills

Don'ts

- Stop with a simple
“no that didn't work”
- Believe an explanation is enough

Dos

- Discuss how they have applied techniques in past, emphasizing repeated practice
- Suggest an alternative
- Rationale/ demonstration is often needed
- Check Motivation/ Confidence

Pop Up Question

How can we best support participants with chronic health conditions during the COVID-19 pandemic?

Discussion



**What does it mean to you when you hear
“patients with underlying health
conditions are at risk”?**



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2020

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