OPTIMIZING PATIENT CARE IN PAIN MEDICINE: THE USE OF AUTOMATED SMS SURVEYS

Pain Disorders are a significant public health issue affecting one in five American adults daily. Management of pain patients is complex and challenging. A lack of systematic approaches results in care variation and fragmented treatment, limited healthcare resources hinder patients from being treated holistically, and there are growing questions on if/how opioid pain medication should be utilized. The broad scope of pain disorders and current treatment challenges underscore the need for coordinated, systematic care including patient-centered, standardized assessments and patient outcome tracking.

Spine Options (SO), a spine-oriented seven-physician pain management practice located in Westchester County, NY, faced many of the challenges described above. SO adopted DTX to streamline follow-up care for patients receiving minimally invasive injections such as epidural steroid injections and facet joint injections. Patients are sent an automated SMS survey 3 days pre-injection and 1 week, 1 month, 3 months and 1-year post-injection. The surveys assess pain levels, functional disability, pain medication usage and various psychosocial measures.

To date, SO has been able to effectively aggregate data from over 200 outcome surveys. SO can now track patient outcomes along a care trajectory and has collected over 2000 data points across various care timepoints. Physicians and the care team are immediately alerted of patient issues via automated emails and texts resulting in better identification and management of high-risk patients and less avoidable readmissions. DTX's Real-time Analytics and Dashboards provide actionable care insights. Patient-specific and aggregate outcome data is regularly viewed and analyzed. Risk assessment surveys sent to physicians allow patients to be instantly risk stratified directly on the Dashboard. SO can also benchmark their results to other pain management practices using DTX.

RESULTS

↑ Improve Outcomes

↑ Patient-centered, holistic treatment

↑ Care Standardization

↑ Better management of high-risk patients

↑ Increase patient engagement

↑ Automated performance benchmarking to other practices

OPTIMIZING PATIENT CARE IN PAIN MEDICINE: THE USE OF AUTOMATED SMS SURVEYS

Different pain management treatments are associated with different outcomes, and a patient's pain experience is often subjective and multi-dimensional. Large-scale and intuitive data collection through DTX has enabled SO to better understand and respond to patients' unique pain experiences. The practice is gaining insights into pain characteristics and patient factors that affect treatment response and are using this data to develop patient-centered, holistic treatments. In addition, SO physicians are identifying commonalities among patients to standardize treatment assessments when possible and reduce care variability. Treating patients in both a personalized and standardized way has been shown to improve outcomes and optimize care.

DTX has also empowered patients to take a more active role in their care. Patients can now remotely provide health status and outcome data in a consistent and comprehensive manner. SO physicians expect that empowering patients in this way will ultimately help to streamline information exchange between patients and providers and encourage the adoption of more collaborative, systematic care models.

Scan QR code to register and try the survey!