



Supporting information and documentation for pain service alignment with:

1. Australian National Safety and Quality Health Service (NSQHS) Standards
2. Australian National Strategic Action Plan for Pain Management Goals

**How ePPOC supports services in meeting the NSQHSS, and the goals of the National Action Plan for Pain Management.**

ePPOC membership provides pain management services with a strategy to meet the *intent and purpose* of both the National Strategic Action Plan for Pain Management and the NSQHSS. This document outlines how the implementation of ePPOC provides a service/organisation-wide quality improvement approach to the provision of high quality, evidence based consumer centred pain management, regardless of the specific service type/organisation providing that care. This includes tertiary pain services, both public and private (adult and paediatric), and Primary Health Network services.

Services who fully implement ePPOC into their routine practice are well positioned to evidence how they meet the goals of the National Strategic Action Plan for Pain Management and the NSQHSS standards. Specific NSQHSS standards to which ePPOC most applies includes Clinical Governance, Partnering with Consumers, Medication Safety, Comprehensive Care and Communicating for Safety.

Key resources:

1. The National Safety and Quality Health Service (NSQHS) Standards:  
<https://www.safetyandquality.gov.au/standards/nsqhs-standards>
2. The National Strategic Action Plan for Pain Management:  
<https://www.health.gov.au/resources/publications/the-national-strategic-action-plan-for-pain-management>

The table below provides information on how ePPOC membership and implementation assists services and organisations to evidence how they meet specific criteria within the NSQHSS standards, and the National Strategic Action plan goals to which these apply.

NSQHS Standard and Action	National Strategic Action Plan Goal	How ePPOC supports pain management services to meet these standards and goals	Evidence
<p><b>Standard 1 Clinical Governance</b></p> <p>1.1, 1.2 Governance, leadership and culture</p> <p>1.6 Clinical leadership</p> <p>1.7 Policies and procedures</p> <p>1.8, 1.9 Measurement and quality improvement</p> <p>1.15 Diversity and high risk groups</p> <p>1.17, 1.18 Health care records</p> <p>1.25 Safety and Quality roles and responsibilities</p> <p>1.27 Evidence-based care</p> <p>1.28 Variation in clinical practice and health outcomes.</p>	<p><b>Goal 3</b></p> <p>Health practitioners are well-informed and skilled on best practice evidence based care and are supported to deliver this care.</p> <p>3.2, Validated assessment and monitoring tools</p> <p>3.4 Decision support systems</p> <p><b>Goal 5</b></p> <p>Outcomes in pain management are improved and evaluated on an ongoing basis to ensure consumer-centred pain services are provided that are best practice and keep pace with innovation. <i>This includes the development of a model for outcomes measurement at the primary care level (ePPOC).</i></p>	<p>Participation in ePPOC provides a framework for services to utilise validated assessment tools at point of care to inform care planning and evaluation at both the individual and service levels to optimise the safety and quality of healthcare provided.</p> <p>The designated ePPOC roles of Executive Lead, Primary contact and Data Coordinator identify the roles and responsibilities required for the effective implementation of ePPOC, and together progress a culture of evidence based quality improvement.</p> <p>Standard nationalised terminologies used in the management of pain are incorporated into the ePPOC dialogue to progress a common understanding of pain and community of practice among member pain services.</p> <p>A standardised ePPOC questionnaire collection protocol ensures patient outcome data is collected at the correct time points in the patient journey.</p> <p>Purpose built software is used to collect standardised patient and service reported data and enable the upload of individual patient reports into the patient electronic health record, thus maintaining the completeness of the clinical information in the patient health record</p>	<p>ePPOC Membership Agreement</p> <p>Introduction to ePPOC (<a href="#">link</a>)</p> <p>ePPOC Data Policy (<a href="#">link</a>)</p> <p>ePPOC Clinical Reference Manual (<a href="#">link</a>)</p> <p>ePPOC Data Dictionary (<a href="#">link</a>)</p> <p>epiCentre User Manual (<a href="#">link</a>)</p> <p>Paediatric epiCentre user guides (<a href="#">link</a>)</p> <p>epiCentre Service Delivery Map</p> <p>ePPOC Individual patient reports (<a href="#">link</a>)</p> <p>Extracted ePPOC data</p> <p>ePPOC Data submission reports</p> <p>ePPOC report suite – sample service reports (<a href="#">link</a>)</p> <p>Research using ePPOC data</p> <p>ePPOC website (<a href="#">link</a>)</p> <p>Australasian benchmarking workshop attendance.</p>

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	<p><b>Goal 6</b>  Knowledge of pain flourishes and is communicated health practitioners and consumers through a national research strategy.  <i>This includes the translation and dissemination of research into practice and policy, and the communication of research findings to the community.</i></p> <p><i>This also includes the development of trans-disciplinary approaches to 'learn by doing' and 'learn from others'.</i></p>	<p>ePPOC provides epiCentre software training and support, resources, and data and report feedback to support your service to provide clinically informed and evidence based care.</p> <p>Service delivery maps depict the patient journey through the pain service and identify epiCentre process points to ensure that data is collected at the right time in the patient journey. Regular review these maps and workflow amendments provide a monitoring and review mechanism to ensure data collection in accordance with the standardised questionnaire collection protocol.</p> <p>The ePPOC data submission and reporting cycles ensure regular data submission time points and reporting periods for ePPOC reports. This allows services to regularly review their report data and monitor the progress and outcomes of quality improvement initiatives.</p> <p>ePPOC data submission reports provide data quality feedback to pain services for the purposes of data review, correction and resubmission, and for data quality and process improvement purposes.</p> <p>Comparative report data provides information on patient outcomes for member services compared to the All services average. This assists services to identify trends in outcomes to inform quality improvement plans.</p> <p>The ePPOC benchmarks provide an external measure to facilitate comparative review of specific clinical outcomes. Benchmark data includes comparison to the All services</p>	<p>Australasian benchmarking workshop presentation/webinars</p> <p>Pain service team meeting minutes</p> <p>ePPOC/pain service meeting report</p>

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		<p>average. The designated benchmark for each clinical domain was agreed by pain service community consensus. Participation in ePPOC benchmarking allows your service to identify opportunities for improvement, and means that your service contributes to the Australasian benchmarking outcomes data base.</p> <p>ePPOC patient profile report data provides information about the patients who are referred to pain services, including diversity information such as special needs and vulnerable communities.</p> <p>Episode report data provides service level data including information about referral type, service uptake and treatments provided.</p> <p>Patient outcomes report data provides patient reported information on the outcomes of treatments received through the use of a suite of standardised and validated patient reported outcome measures (PROMs). This information can inform service level review to ensure clinical variation is identified and actioned to progress the best available evidence based care for patients.</p> <p>Extracted ePPOC data is owned and held by the health service to inform local level research.</p> <p>ePPOC can provide research assistance to member services for either local level research or, by application, use of the ePPOC longitudinal data.</p>	

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		<p>The ePPOC Clinical Management Advisory Committee (CMAC) provides a forum for review of issues relevant to the pain community and includes stakeholder, clinical and consumer representatives.</p> <p>Regular review of the ePPOC data set ensures the information collected is both relevant and responsive to the changing data needs of the pain community.</p> <p>The ePPOC web site provides resources, sample reports, member only portal access for report download, research documents and links for direct ePPOC contact to ensure clinicians have access to information, support and evidence based research.</p> <p>Australasian benchmarking workshops provide a mechanism for sharing of the Australasian outcomes and networking opportunities for services to share successes and learn from others.</p>	
<p><b>Standard 2 Partnering with consumers</b> 2.6 Sharing decisions and planning care.</p> <p>2.8, 2.9, 2.10 Communication that supports effective partnerships.</p>	<p><b>Goal 4</b> People living with pain have timely access to consumer-centred best practice pain management. <i>This includes opportunities for communication between health practitioners and patients, targeted care, and the use of technology to expand access to care.</i></p>	<p>epiCentre individual patient reports provide clinical information at point of care to inform care planning and evaluation. These reports are designed to be used in partnership with patients and/or their substitute decision maker to facilitate joint care planning and optimise the patient/clinician partnership to support care delivery.</p> <p>ePPOC assessment tool components are available in a range of other languages, can be completed in hard copy or electronically as best suits the patient, and can be implemented as a 'mini' version (separate to the ePPOC</p>	<p>ePPOC Individual patient reports</p> <p>ePPOC Data Dictionary (<a href="#">link</a>)</p> <p>ePPOC tools: (<a href="#">link</a>)</p> <ul style="list-style-type: none"> <li>- Translated pain service questionnaires</li> <li>- Adult clinical change calculator</li> </ul>

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2.11 Partnerships in healthcare governance, planning, design, measurement and evaluation.	<b>Goal 8</b> People living with pain are supported to participate in work and community.	<p>database) to address the clinical and other needs of diverse communities.</p> <p>The ePPOC web site Clinical change calculator can be used to calculate individual clinical change.</p> <p>The ePPOC data set was established with the input of stakeholders and consumers, and consumers are represented on the CMAC (ePPOC governing body). This involvement ensures that consumers are partners in the governance of, and to design, measure and evaluate, health care.</p> <p>The ePPOC data set includes work productivity and impairment data. This information allows services to review the impact of pain on workforce participation at the patient level.</p>	<ul style="list-style-type: none"> <li>- Weekly opioid dose calculator</li> <li>- Drug Group tool</li> </ul> <p>CMAC Terms of Reference and minutes <a href="#">(link)</a></p>
<b>Standard 3 Preventing and controlling healthcare-associated Infection</b>		Not applicable	
<b>Standard 4 Medication safety</b> 4.1 Integrating clinical governance  4.2 Applying quality improvement systems  4.5 medication reconciliation  4.10 Medication review	<b>Goal 3</b> Health practitioners are well-informed and skilled on best practice evidence based care and are supported to deliver this care.	<p>ePPOC participation provides member services with point of care patient reported (or carer reported) medication information which can be used to inform care planning, monitoring and review, enhance clinician/patient communications, flag medication use discrepancies and better support clinicians to provide informed evidence based care.</p> <p>The use of epiCentre to capture standardised and systematically collected data, evidences a quality approach to medication safety. Medication use data in the ePPOC report suite can be used to identify opportunities for improvement,</p>	<p>epiCentre User Manual and guides <a href="#">(link)</a></p> <p>ePPOC Drug Group tool <a href="#">(link)</a></p> <p>ePPOC self-guided learning package on completing patient medication details in epiCentre <a href="#">(link)</a></p> <p>ePPOC Individual patient reports <a href="#">(link)</a></p>

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<p>4.11 Information for patients</p> <p>4.12 provision of a medicines list</p> <p>4.13 Information and decision support tools</p>		<p>and inform quality improvement planning and review at the service level.</p> <p>Individual adult patient reports include medication information on the drug groups taken for pain management, whether or not opioid medication is used &gt; 2 days/week, the daily oral morphine equivalent daily dose (oMEDD mg) and whether or not the patient is on an opioid replacement/ substitution program. This information supports informed care planning, monitoring and review, and facilitates the provision of patient reported medication feedback to the referring agent.</p> <p>Individual paediatric report information provides carer reported medication information on the frequency of use of medications used in pain management. Services can use this information for joint care planning and GP feedback purposes.</p> <p>These individual patient reports can be exported and saved within the patient electronic medical record thus increasing the completeness of the patient medical health record, or printed to accompany hard copy health records to support informed clinical care planning and review.</p> <p>epiCentre includes an embedded opioid conversion tool to assist clinicians calculate the oMEDD (mg) for adult patients. Additional resources have been developed by ePPOC to support clinicians to provide informed and evidence based clinical care. These resources are available on the ePPOC web site.</p>	<p>ePPOC report suite – sample service reports (<a href="#">link</a>)</p> <p>ePPOC website resource documents (<a href="#">link</a>) and publications (<a href="#">link</a>)</p>

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		<p>The ePPOC report suite includes patient reported, comparative, at referral and medication outcome information. Report data includes drug groups used, whether or not opioids are taken &gt; 2 days/week, and average and median oMEDD (mg).</p> <p>Paediatric ePPOC reports include data on the frequency of use of specific drug groups used in the management of pain, including opioids with codeine and opioids without codeine.</p> <p>ePPOC have two opioid use benchmarks. These benchmarks provide an external aim for opioid reduction for these high risk medicines.</p>	
<p><b>Standard 5</b>  <b>Comprehensive care</b> <i>(note: links with other standards)</i>            5.7a Integrated and timely screening and assessment</p> <p>5.8 identification of Aboriginal and/or Torres Islander origin, and the recording of this information in administrative and clinical information systems.</p> <p>5.10 Screening of risk – clinicians use relevant screening processes on presentation and during</p>	<p><b>Goal 3</b>            Health practitioners are well-informed and skilled on best practice evidence based care and are supported to deliver this care.</p> <p><b>Goal 4</b>            People living with pain have timely access to consumer centred best practice pain management including self-management, early intervention strategies and interdisciplinary care</p>	<p>The ePPOC protocol identifies specific time points for patient reported outcomes collection through the use of a standardised set of validated assessment tools. This includes at referral, at the start or end of specific treatment types, at the end of treatment and 3-6 months after treatment has been completed. This information supports informed clinical decisions at the point of care, inclusion of the patient and/or carer in decisions related to that care, and allows for the evaluation of the clinical status of the patient after treatment has concluded.</p> <p>epiCentre autoscores assessment tool responses.</p> <p>epiCentre individual patient reports include assessment tool scores, symptom severity and assessment tool validity information.</p>	<p>Intro Introduction to ePPOC (<a href="#">link</a>)</p> <p>ePPOC questionnaires (<a href="#">link</a>)</p> <p>Individual patient reports</p> <p>ePPOC Data Dictionary (<a href="#">link</a>)</p> <p>Extracted ePPOC data</p>



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<p>care (includes to identify cognitive, mental and physical conditions).</p> <p>5.12 Documentation of the findings of screening processes in the healthcare record.</p> <p>5.13 Use of the findings of the screening processes for shared decision making to develop a comprehensive care plan to address the significance and complexity of the patients' health issues.</p> <p>5.14 Work in partnership with patients, and carers to use, monitor and review the effectiveness of the care plan in meeting the goals of care, and reassess the patient needs if changes in diagnosis, behaviour, cognition or mental or physical condition occur.</p>		<p>epiCentre individual patient progress report charts provide both numerical and symptom severity information.</p> <p>The ePPOC data set indigenous status data.</p> <p>The ePPOC adult data set includes patient reported information on co-morbid conditions, height and weight, while the paediatric data set includes carer reported information on intellectual disability, health problems, height and weight.</p> <p>Pain duration, main pain location and cause of main pain data informs comprehensive pain assessment.</p> <p>Individual patient reports can be exported to the patient health record.</p> <p>In the paediatric data set, the impact of the child's pain on the carer is assessed to inform comprehensive care planning and review.</p> <p>At the discretion of a service and their governance arrangements, clinical review assessments can be generated in epiCentre to allow for out of protocol patient reassessment for the purpose of clinic review.</p>	

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<p><b>Standard 6 Communicating for safety</b></p> <p>6.1 Integrating clinical governance</p> <p>6.3 Partnering with consumers</p> <p>6.7 Clinical handover,</p>	<p><b>Goal 2</b></p> <p>Consumers, carers and the wider community are more empowered, knowledgeable and supported to understand and manage pain.</p> <p><i>Includes that consumers will have the knowledge and confidence to be active participants in their remedial journey, which will build resilience in managing chronic pain.</i></p>	<p>Participation in ePPOC provides member services with additional health practitioner/patient communication opportunities to share information and better engage patients and carers in shared clinical decision making.</p> <p>The collection of patient reported outcome measures and utilisation of individual patient reports at point of care evidence two way communication between the patient and the clinical team.</p> <p>Individual patient reports provide patient reported information about the patients’ pain, and the impact of pain. These reports are designed to be used in partnership with the patient and carer to increased shared decision making in regard to clinical care, and can be used to provide relevant information to primary providers at clinical handover.</p> <p>Services who use individual patient reports at point of care report a more informed and engaged patient /clinician partnership.</p>	<p>ePPOC patient reported outcome measures (PROMs):</p> <ul style="list-style-type: none"> <li>- Annual data reports (<a href="#">link</a>)</li> <li>- ePPOC Information Series (<a href="#">link</a>)</li> <li>- Your individual service reports</li> </ul> <p>epiCentre individual patient reports</p>
<p><b>Standard 7 Blood management</b></p>		<p>N/A</p>	
<p><b>Standard 8 Recognising and responding to acute deterioration</b></p>	<p><b>Goal 3</b></p> <p>Health practitioners are well-informed and skilled on best practice evidence based care and are supported to deliver this care.</p>	<p>While the intent of Standard 8 relates to acute deterioration, it is useful to note that the individual patient reports generated in epiCentre provide a graphical document which tracks changes in clinical domain scores and severity bands over time. This information can be used by pain services to detect deterioration over time, as appropriate to the pain patient cohort.</p>	<p>epiCentre individual patient reports</p> <p>Use of epiCentre Add questionnaire clinical review option (evidenced by extracted ePPOC data and/or individual patient reports which have been</p>

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		<p>epiCentre provides the option for clinicians to collect a clinical review questionnaire at any time. These questionnaires, while out of protocol for ePPOC, provide validated assessment tool data to inform a clinical review.</p> <p>epiCentre also provides the option for clinicians to make a clinical note. Clinical notes can be used to flag concerns – these are located on the patient details page and are visible to all epiCentre users.</p> <p>Clinical notes can be included in a custom extract. Custom extract review can alert the service to downward trends in patient outcomes.</p>	<p>exported and saved into the patient health record).</p> <p>Custom ePPOC extracts.</p>

ePPOC invite services providing pain management services to become ePPOC members and fully implement ePPOC into their routine clinical practice to provide a safer and more nationally consistent approach to high quality pain management.

For more information please contact ePPOC at [eppoc@uow.edu.au](mailto:eppoc@uow.edu.au)