

PAIN LINK HELPLINE

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APMA

- To enhance the wellbeing of all Australians living with persistent pain through supported self efficacy.

Persistent Pain

- Persistent pain is 3rd most prevalent health condition in Australia (Access Economics,2007)
- Not yet recognized as stand alone condition
- Not always recognized as 5th vital sign(National Pain Summit,2010)

Pain Link 1300340357

- Supports callers to understand & develop self management strategies
- Peer facilitators/ coaches
- Lifeline Communication Skills
- Underpinned by clinical supervision

Guiding principles

- Provide a good listener
- Explore options and their outcomes with callers
- Strengths based framework
- Encourage supported self management
- Encourage increased health literacy
- Encourage underpinning of evidence based choices

Daily operation

- Operates 8.00 am to 8.00 pm daily.
- Listen
- Explain context very early in call
- Guided discussion
- “How to” conversations

Efficacy of telephone support.

- At home accessibility / circumvents distance
- Privacy- some people prefer anonymity
- Non- hierarchical , reciprocal relationships
- Acceptance

(Lorig, K R 2001; Heisler, M 2010, Horton, R 1997)

Calls

- Diverse- all age groups, country /city, male/female
- Complex- different , co-morbidities prevalent
- Genuine- living with persistent pain

Case Studies

- 32 year old male with pelvic pain syndrome
 - Conversations
 - Referral suggestions
- 27 year old female with constant headaches
 - Conversations
 - To join support group

Observations

- Individuals
- Access issues- isolation in the bush/
isolation in the city
- Persistent pain- loss of work/ study options-
loss of income
- Private vs Public – log jam

Future Directions

- Explore evaluation strategies
- Use information to extend & expand services, particularly in a community framework