

Summary

Objective

Tertiary Services are for Clients with more complex pain related needs and is made of three components

- Tertiary Delivery Service Outpatient programme
- Tertiary Delivery Service Intensive programme
- Tertiary Support Service

Owner Name withheld

Expert

Procedure

1.0 Eligibility Criteria for Tertiary Services

- a** The additional eligibility criteria for Clients referred to Tertiary Services are;

Both of the following:

- severe persistent pain that has lasted for six months or longer; and
- significant to severe impact on recovery from co-morbidities or previous persistent pain

At least one or more of the following;

- severe activity and participation restrictions because of their persistent pain; or
- have or likely to have other ACC supports like weekly compensation or home help, frequent use of primary care services or very heavily reliant on natural supports; or
- clinically moderate to severe behavioural, cognitive or psychological dysfunction or clinically moderate to severe psychological/psychiatric symptoms and/or an Axis I psychiatric disorder ;

OR

One of the following applies:

- are being considered for neuromodulation; or
- are being considered for significant procedures to treat their pain) ; or
- have failed to achieve the outcomes from Community Services Level One or Community Services Level Two, with clinical indication they require further pain management ; or
- have Complex Regional Pain Syndrome that is anticipated to be difficult to treat or is failing to respond to lower level treatments .

2.0 Tertiary Delivery Services - Outpatient and Intensive

- a** Tertiary Delivery Services are for Clients with long-standing persistent and/or significant pain-related disability who require clinically complex or intensive interdisciplinary support.

The majority of the services are delivered in person by the Interdisciplinary Team and may include group sessions for general education and learning about self-management strategies if clinically appropriate.

Tertiary Delivery Services support Clients to achieve the following expected outcomes:

- re-engagement in work and everyday activities
- development of self-management strategies so that the Client can manage their pain
- preparation for a return to employment and/or everyday activities
- improvement in their level of function and quality of life so they can return to independence
- understanding their prescribed medication and how this helps to get the best outcome for them.

- b** Tertiary Delivery Services – Intensive Programme

Intensive programmes can be delivered as a mix of individual and group sessions that focus on supporting Clients to manage their pain and achieve independence with functional activities at home and work.

Programmes are delivered over three weeks for a minimum of five hours per day, five days per week (Monday to Friday).

The Client works with the Interdisciplinary Team to manage their pain through:

- multimodal activity, behavioural intervention, education, and vocational rehabilitation
- adopting a self-management approach in the management of pain-related disability
- enhancing the level of independence and participation in usual activities such as work and/or home tasks
- communication and liaison with relevant key stakeholders to provide a safe, collaborative, and seamless service and to support the Client's reintegration and participation in their community.

- c** Tertiary Delivery Services INTENSIVE PROGRAMME – Travel and Accommodation
In some cases, Clients from out of region may require accommodation to attend the Intensive Programme.
Travel and accommodation for clients receiving Tertiary Delivery Services – Intensive Programme should be managed by ACC Client recovery.

* There is a Client travel policy for ACC Client Recovery staff to follow. If travel is necessary to deliver the essential services, travel can be fully funded outside of the contribution towards accommodation set out in legislation (\$57.55).

PURCHASE ORDER CODE – To fund the full cost of accommodation while the client is attending the Intensive Programme please use the code PN3ACC.

• Please note - if accommodation is required and approved by ACC, ACC will book suitable accommodation with basic kitchen/ cooking facilities so the Client can self cater. ACC does not fund meals for Clients attending Tertiary Delivery Services (Intensive Services).

Please follow process outlined in below link to book flights and accommodation through Tandem.

The key objectives of Tertiary Service Delivery are to

- encourage the client's re-engagement in work and everyday activities
- work with the client to develop self-management strategies so that the client can manage their pain
- assist the client in preparing for a return to employment and/or everyday activities
- promote a return to independence by helping the client to improve their level of function and quality of life.

3.0 Tertiary Support Service

- a** Tertiary Support Services act as a liaison service for Community Services by providing advice, clinical leadership, and support. The Tertiary Support Service does not act as part of the Community Services Interdisciplinary Team or deliver any component of the community service, such as assessment or medication review.

4.0 Tertiary Delivery Services and Triage

- a** Tertiary Service which has been referred for by a medical provider does not require a Triage Assessment. The Tertiary Service provider will make their own assessment regarding suitability of their service, along with other onward referral options if their service is not appropriate. Ideally this will be part of good communication with other treating clinicians involved in the client's care.

5.0 Tertiary Delivery Services and Delegation

- a** Requests for Tertiary Delivery Service (Outpatient and Intensive) where a diagnosis or suspected diagnosis of a Complex Regional Pain Syndrome (CRPS) require hotline clinical advice in the first instance. If unsure as to whether a request involves CRPS or suspected CRPS, phone the hotline for Clinical Advice for clarification.

All other requests for Tertiary Delivery Services (Outpatient and Intensive) require written clinical advice. The Clinical Advisor will link in with a Psychology Advisor and/or Medical Advisor where appropriate.

- b** A second Tertiary service can be requested for severe, rare, complicated cases only. These must be reviewed by a Clinical Advisor via written clinical advice. The second approval code will need to be under a new Purchase Order Number to ensure for payment.

6.0 Further information relating to Pain management Services

- a** For further information regarding the Pain Management Service, you can review the Operational Guidelines and Service Schedule

 Pain Management Services - Service Schedule

 Pain Management Services - Operational Guidelines