

ORIENTATION GUIDE FOR **REHABILITATION INSTITUTE OF WASHINGTON** **PAIN MANAGEMENT PROGRAM**

I. INTRODUCTION

Mission.

At RIW, we pledge to provide the highest quality rehabilitation possible to assist our patients to maximize function in all areas of life; physical, emotional, occupational, recreational and social, and to provide unparalleled customer service as we strive to gain the respect and trust of our patients, referral sources and payers of services.

Overview.

The Rehabilitation Institute of Washington (RIW) Pain Management Program is designed to help people with disabling chronic pain. When pain has interfered with work or home activities, or lead to loss of fitness and health, depression, or overuse of medications, a rehabilitation approach becomes necessary to successfully reverse these changes. The comprehensive rehabilitation program at RIW teaches you physical and psychological strategies for coping with pain, and helps you return to an active and productive lifestyle.

II. EVALUATION FOR ADMISSION

Who is admitted to the Pain Management Program?

The evaluation process involves a half day evaluation with a rehabilitation physician, pain psychologist and vocational counselor. With your input, a decision will be reached about whether a Pain Management Program is the right treatment for you.

Those who are admitted have pain and/or disability beyond the normal injury healing time (3 months or longer). They must be medically stable (not requiring immediate surgery or other medical treatment). They typically have disability from normal work, social, physical or psychological functioning. Most have failed to recover with less intensive treatment or have been determined unlikely to benefit from other forms of treatment. The RIW Pain Management Program is designed to help motivated people with a strong desire to change.

III. PROGRAM ADMISSION

Once admitted, a program will be designed for your particular problems and needs. You will work with a team of rehabilitation specialists including a physician, pain psychologist, vocational counselor, and occupational and physical therapists. All programs include physical exercise and reconditioning in the form of stretching, strengthening and cardiovascular fitness, instruction in proper body mechanics and psychological strategies for managing pain, emotional distress, and lifestyle changes that

accompany pain. For those with work-related disabilities, extensive vocational assessment and counseling will be provided to help plan for your vocational future.

How long does treatment last?

The Pain Management Program is a 20 day program followed by approximately 12 follow-up visits over the next 3 months. Prior to completion we try to help each person attain the ability to maintain an independent exercise program, the ability to perform daily activities safely with good body mechanics, and the ability to cope successfully with pain and negative emotions. Persons completing treatment are expected to continue a home exercise program, often with the expectation of further progress. Some persons may continue in medical, psychological or vocational services following completion of treatment at RIW, although most will not require additional treatment.

Early discharge from treatment may occur if there is not adequate progress toward treatment goals for any reason. Treatment may be discontinued for medical or psychological reasons, unexpected emergencies, or due to poor effort or unacceptable behavior.

IV. OUTLINE OF THE PAIN PROGRAM

What happens in treatment?

All pain management program patients begin their first day of scheduled treatment with an orientation and tour. You will be welcomed to the facility and escorted through the treatment areas to familiarize you with what is available for your use.

A typical Pain Management Program is set up as follows:

Days 1-2: Evaluation and orientation (6 hours per day, 9am-4pm)

Days 3-20: Treatment (6 hours per day, 9am-4pm)

Weeks 5-17: Follow-up (Standard is twelve 2-hour visits. Often 2 days per week for 2 hours for first few weeks, then less frequent visits)

Weeks 18-30 Case management telephone follow-up

Days 1-2;

You will meet with an Occupational Therapist (OT) and Physical Therapist (PT) who will evaluate your physical strengths/weakness relative to your personal and vocational goals. Together with you, they will design a program based on your safe physical abilities at the time of admission. You will have the opportunity to learn about your movement patterns, habits and opportunities for improvement. You will also meet with your physician during this time to review medical issues and discuss your treatment plan. You will also participate in educational groups.

Days 3-20;

During the 20 day program, you will be seen twice daily by both physical therapy and occupational therapy, and as needed by the physician, psychologist and vocational

counselor. The program will gradually increase your activity level to improve your strength and endurance. You will also attend twice daily educational classes during the program that cover different topics each day including medical aspects of pain, psychological coping strategies for pain and the emotional consequences of pain, and vocational topics to help with return to work plans.

Follow-up;

The follow-up schedule will vary depending on the needs of the individual patient and how far he or she lives from the program. You will be issued a home program to help you transition your renewed skills and abilities in to your home and work life. Follow-up usually involves a combination of return visits to the clinic and telephone follow-up. It is designed to help you to continue using the tools you acquired during treatment.

Program Evaluation;

To evaluate how well the program helps patients, we will ask you to complete a questionnaire before and at various times after treatment, and we will contact you for at least a year to evaluate your progress. We ask you to assist us with this process.

V. PAIN MANAGEMENT PROGRAM ATTENDANCE

To benefit from treatment, consistent attendance is required. We expect you to arrive on time and attend every appointment. If you arrive late for any reason we will request you make up that time by staying late that same day.

- If you are unable to attend, you must call (206) 859-5030 between 8:00 a.m. and 8:30a.m., or notify your doctor in advance.
- If you are ill, you must call or come in. You may need to see a doctor.
- Pain is not an excuse for not attending.
- Other than for illness or emergencies, you are expected to attend. We ask that you not schedule any outside appointments that might conflict with your treatment at RIW. If you must miss a scheduled appointment, advanced permission is needed from your physician or psychologist.

VI. UNDERSTANDING PAIN

New pain is usually a sign of injury. It is often appropriate to rest and protect the injured body part until it heals. This usually takes no more than a few weeks. Chronic pain is pain that continues beyond normal healing time.

With chronic pain, it is important to realize that the feeling of pain no longer means that there is ongoing damage to the body. It does not mean that it is necessary to continue resting or protecting the body. However, by the time this is realized, many people have lost flexibility and conditioning so that normal activities are no longer possible. They have often developed guarding and muscle tension, poor posture or abnormal movement patterns, all of which can result in continued pain even after healing has occurred. An

appropriately designed conditioning program becomes absolutely necessary for recovery. This includes retraining appropriate posture and body mechanics, and learning safe exercise techniques.

Medication use, sleep patterns and psychological well-being can all change when pain continues beyond a few months. For acute injuries, opioid medications and muscle relaxants may be helpful to decrease pain and muscle spasms. After just a few weeks, tolerance to these medications develops and larger doses are required to relieve pain. Eventually higher levels of medication cause severe negative side effects as well as physical dependence. They can contribute to sleep problems, lack of energy, depression, irritability and actually cause a worsening of pain over time.

Pain is a difficult problem, and one that is not fully understood. It starts as a response to injured tissue. It can continue for many reasons, including the possibility that a permanent injury may continue to cause pain. However, pain is also influenced by how much you focus on the injury, lack of sleep, depression, fear and anxiety. The pain signal is also increased by muscle tension, poor flexibility, poor muscle tone, inactivity, long-term use of pain medications, and poor posture and body mechanics. The Pain Management Program at RIW attempts to understand which factors are influencing your pain, and to treat all of them with comprehensive rehabilitation.

VII. SPECIALTIES INVOLVED IN YOUR TREATMENT

PHYSICIAN

Before you enter the Pain Management Program a physician will do a thorough evaluation to be certain you have had an adequate diagnostic work-up and to determine if the program will be safe and appropriate for you. Once you are in the program, you will see a physician regularly to assess your progress and any medical concerns you may have. The physician will adjust medications when needed and evaluate any change in your symptoms. The physician will work closely with the rest of the team, allowing your program to be adjusted quickly if necessary. You will receive education about pain issues from your physician during individual meetings and group lectures

PSYCHOLOGIST

You will meet with a psychologist during your evaluation for the Pain Management Program. This is not because anyone thinks your pain is psychological, but rather, because pain often leads to problems such as fear, depression, frustration, and anger. Pain also can lead to financial, social, relationship, and other lifestyle problems. The psychologist will try to identify ways that pain has affected your life, and help you plan positive strategies for change.

During treatment you will meet with your psychologist to work on issues of importance to you. Both during individual and group meetings you will learn more about pain, and

strategies to manage pain and the effects it has on your life. You will have three psychology discussion groups weekly, and individual appointments as needed.

PHYSICAL THERAPY

Your physical therapy is designed to improve your strength, flexibility, and physical endurance. By learning and practicing exercise as a regular routine, you can improve your ability to participate in work and leisure activities.

During the first week, your physical therapist will determine your ability to: 1) stretch correctly, targeting the appropriate muscles, 2) exercise using weights, and 3) exercise your heart and lungs using a treadmill, bike, or elliptical trainer. Physical therapy is held twice a day for an hour per session. Your therapist will be with you during this time and review your progress each day. Your exercise will be tailored for you, and allow you to begin to work independently.

Starting on Day 3, you will be attending PT and OT Groups each day including both educational groups and exercise groups. You will also have individual treatment time as appropriate.

Fitness testing will occur at the beginning and end of your treatment program to assess your progress. At the end of your regular clinical program, your exercises will be adapted for your use at home.

OCCUPATIONAL THERAPY

Occupational therapy offers individual testing and treatment programs to help you increase your physical strength and endurance to do job-specific work, home and leisure activities. Safety habits are important and you will learn to pace your activity, and to lift and carry safely as part of your program. Your program is designed to prepare you for the physical requirements of your future job by practicing here what you will do at work. Attention is paid to your ability to sit and stand comfortably, to lift and carry, walk, climb stairs, and use your arms and hands. During the treatment program, you will learn new habits and improve your function and fitness.

You will have two one-hour sessions of occupational therapy daily. During your first week, you will start out slowly and gradually increase the amount of activity you do. Some physical abilities will be evaluated. You may be practicing activities such as lifting, carrying, pushing and pulling to prepare you for a normal and active lifestyle.

After an initial evaluation, a program is set up based on the abilities you demonstrated. As a training tool your therapist will review a brief video of you performing various activities to help you learn safe movement patterns. The video is deleted following this review. At the completion of treatment, you will repeat some of the evaluations you did initially, and will receive a home program to keep working on good body mechanics habits, strength and endurance.

VOCATIONAL REHABILITATION COUNSELOR

Vocational rehabilitation is a service offered to patients who have had their work interrupted by an injury or illness and who require assistance returning to work. A vocational rehabilitation counselor will meet with you regularly during your treatment program to help you plan the best way to return to work. We will develop an understanding of your work goals and income needs. We will review your education, work history, work skills, interests, and the labor market in which you live. It might be helpful to review school transcripts, old applications, letters of reference, resumes, certifications, etc. with your counselor.

We can provide a number of different services to meet your particular needs. We have an extensive library of occupational and labor market information resources available for your use. We can help you identify occupations in which you might use your skills and abilities in new ways. We have software available if you need to prepare an employment application, a resume, or a cover letter, and can assist in the preparation of these items. We also offer vocational testing to assess your skills, abilities and interests if you need to make a change of occupations or careers. Job search skills are provided both individually and in group sessions. We use the Internet to access information about companies, job openings, and current career field or labor market resources. We maintain contact with outside vocational counselors, case managers and others involved in your care and encourage you to maintain contact with these people as well. If further assistance is necessary after your treatment program ends, we can make a referral to an agency close to your home.

Our primary goal is to assist you in returning to work at a job that is both safe for you to perform, and one which meets your needs, whether it is with your present employer or a new one. Most of the people completing this program have been able to return to satisfactory work, many after additional retraining. While we can help, you will have the primary responsibility in making those important decisions.

VIII. COMMONLY ASKED QUESTIONS

Where will I stay during the outpatient pain program?

For patients who live far away, or who are medically unable to commute to RIW, we have several lodging options available. We will make these arrangements for you and obtain authorization for payment from your claims manager.

Queen Anne Thomas Apartments, 232 Queen Anne Ave N, Seattle, WA 98109:

At the Queen Anne Thomas Apartments, we have fully furnished, 1-bedroom apartments, each with a queen bed, a full kitchen for meal preparation, DirecTV, and wireless internet. Onsite coin-operated laundry is available. The building is located 2 blocks south of RIW. Please note, the Management does require a valid credit card at check-in, as

surety against damage and smoking violations. The Queen Anne Thomas Apartments are not handicap accessible. No pets are permitted.

Extended Stay America, 13300 Stone Ave N, Seattle, WA 98133:

At Extended Stay America - Northgate, we have single suites, each with a queen bed, a small kitchenette for meal preparation, and wireless internet. Onsite laundry and vending are available. Kitchens are reasonably well equipped for cooking. This location is approximately 8 miles from the RIW building, and it would be necessary to drive to treatment each day.

Where are meals available?

If you are commuting from home, we suggest you bring a lunch (a refrigerator, microwave oven and lunch room are available for your use), or you can go to one of the many restaurants close to RIW. You will have one hour for lunch, but you are expected to be on time for afternoon appointments. You will be responsible for paying for your own lunch if you eat in a restaurant.

If you are staying in either the Queen Anne Thomas Apartments or Extended Stay, you may be able to prepare your own food, or you can eat in restaurants. It is your responsibility to save your receipts and turn them in to your insurance company for food or meal reimbursement.

Where do I park?

Garage parking is available at RIW under the building, or on the street outside the building. Parking spaces in the garage are not large, so please be careful. If you choose to regularly park in the garage you will need to request an access badge for your vehicle at the front desk. A limited number of handicapped parking spaces are available, but we request you use these only if you have a handicapped parking permit and only if you really require a handicapped space.

What should I bring? (for those not returning home each evening)

- A. Loose fitting clothing suitable for exercising; warm up suit, jogging suit, sweats, shorts, T-shirts, etc.
- B. Comfortable athletic shoes (lace-up shoes)
- C. Normal amount of clothing and toiletries
- D. Reading or hobby material for times when not in treatment
- E. Padlock for lockers in the therapy area to secure your belongings
- F. Money or credit card to purchase food or other necessities
- G. Water bottle (optional; there is a drinking fountain)
- H. Cell phone (there are no phones in the apartments)

Where can I do laundry?

Both the Queen Anne Thomas Apartments and Extended Stay America have coin-operated laundry facilities on site.

Can a guest stay with me at the hotel?

Accommodations are set up for one adult. You are welcome to bring your spouse or significant other, but we do request that you notify us or the hotel in advance. This person is also welcome to attend the educational classes of your program if desired. Generally, only single bed rooms are available. Any additional guest charges may be your responsibility.

What services are included for my family?

Families can be an important part of a patient's successful rehabilitation. Therefore the patient's spouse or significant other is encouraged to participate in the initial Pain Management Evaluation. During treatment, adult family members are welcome to attend the educational classes. In addition, family members are invited to attend any or all individual meetings with the physician, psychologist and vocational counselor. For safety reasons, it is not possible to have children in the treatment area. Spouses and significant others are welcome to be in the treatment areas as part of their visits.

What is RIW's Policy on smoking?

There is no smoking allowed anywhere within RIW buildings. This includes the clinic, the parking garage, sidewalks, door wells, or anywhere within 25 feet of an entrance. RIW will orient smokers to an outdoor covered smoking area where smoking is allowed. Similar policies are in effect at the hotels. Smoking anywhere else on the premises can lead to eviction from the hotel, financial penalties and termination of treatment.

For those who do smoke, your treating physician and psychologist will be happy to help you with an individually tailored smoking cessation program that could include nicotine patches, medications and counseling. To help you stop smoking and improve your health, RIW is willing to help you with a portion of the cost of nicotine patches and/or medications. Your stay at RIW can be a good time to begin a smoking cessation program.

What will the program cost me?

Individuals covered by worker's compensation typically pay nothing for the Pain Management Program. RIW will obtain authorization for treatment prior to scheduling the program. If you stay in one of the apartments, we will also obtain advanced approval. Many individuals are reimbursed for travel to and from the clinic, and most receive reimbursement for the cost of food if staying in an apartment. You can clarify travel and food reimbursement with your claims manager if this is a concern. Usually, medications related to your claim will be covered by worker's compensation, but that is not something RIW can guarantee.

For individuals not covered by worker's compensation, RIW will attempt to obtain an estimate of your out-of-pocket costs prior to starting treatment.

If you have concerns about cost issues, please let us know and we will try to clarify them.

Should I have any concerns about safety?

We want your stay here to be safe and secure. The clinic is in a secure building accessible only by patients and permanent residents. The parking garage at RIW is also secure. Nevertheless, items of value should never be left in vehicles. Like any other urban environment, we urge you to take all normal precautions with your belongings and personal safety.