

S.O.A.R. THROUGH DIFFICULT CONVERSATIONS

Preparations outside the exam room to assist with changes inside the exam room:

1. Educate all staff about chronic non-cancer pain and Rx opioids.
2. Utilize controlled Substance Agreements with all patients on Rx opioids.
3. Conduct universal precautions with all patients on Rx opioids (e.g. UDA, PDMP, Naloxone co-prescribing, initial screening/assessment tools).
4. Use a brief multidimensional pain measure at each patient visit (e.g. PEG-3 item scale-pain intensity, physical functioning, and emotional functioning).
5. To improve opportunities for positive patient engagement, prior to the visit, ask questions about:
 - a. Expectations of interventions (e.g. "How much relief are you expecting from your pain medication? How much are you receiving?")
 - b. Patient values (e.g. "What is important and meaningful in your life?")
 - c. Committed action (e.g. "What small thing will you commit to today to bring you closer to what is important and meaningful in your life?")
6. Develop a differential diagnosis to guide decision making (e.g. high dose, therapeutic failure, poly-pharm, misuse, addiction, and/or diversion).
7. Create an internal Pain Review Panel.
8. Learn how to make successful referrals to internal team and community resources.

	S	O	A	R
	Shared Decision-Making	Outcomes	Assurance and Validation	Risk and Redirect
	<i>(When safe and appropriate)</i> 1. Avoid backing patient into corner 2. Lower risk=higher shared decision making	<i>(Keep related to what patient cares about)</i> 1. Improved quality of life 2. Protection from opioid-related harm 3. Staying under care of provider	1. All pain is real 2. Eye contact 3. Observe behavior 4. Do physical exam at every visit	1. Risk belongs to the drug 2. Universal precautions 3. Redirect 4. Improving quality of life vs. pain reduction
Diversion* (3:10 min.)				
	https://www.youtube.com/watch?v=u4nZv6Xklzw&feature=youtu.be			
Positive UDS* (3:03 min.)				
	https://www.youtube.com/watch?v=XsBR4JvjdM0&feature=youtu.be			
Patient-Centered Changes* (5 min.)				
	https://www.youtube.com/watch?v=KvlQuaOogUE&feature=youtu.be			

*Click title to link to video. If you are reading a printed version of this document, type the URL of each video.

Resources

Visit [here](#) for more ideas on how to effectively talk to your patients on this topic.
(<http://professional.oregonpainguidance.org/online-resources/difficultconversations>)