

Slide 1

Cancer Pain Education for Patients  
and the Public

Module V  
Telephone Education  
Informal Systems  
Pam Kedziera, RN, MSN,  
AOCN

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Slide 2

Application of Telephone Education to  
Pain Management

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Slide 3

Providing General Pain Information

- AHCPR guidelines
- Community resource list
- Referrals

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Slide 4

**Providing General Pain Information**  
Overcoming myths/misconceptions  
Listen for clues

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Slide 5

**Providing General Pain Information**  
“Coaching” to support assessment and communication  
Start with open-ended question - “Describe your pain”  
Proceed to specific questions - “When did it start?”

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Slide 6

**Providing General Pain Information**  
Titration of pharmacologic interventions  
Following current prescription order  
Standing orders  
Multiple incremental changes

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Slide 7

**Providing General Pain Information**  
Management of side effects  
  Constipation  
    bowel protocol  
  Sedation  
  Confusion  
  Dizziness  
  Rash

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Slide 8

**Benefits of Telephone Education**  
More immediate response  
Less threatening than medical environment  
Anonymity and confidentiality  
Convenience  
Cost effective  
Reinforcement of previous education

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Slide 9

**Forms of Telephone Education**  
Individual phone call for education triage  
  Pre-recorded  
  Individualized

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Slide 10

Forms of Telephone Education  
Group education or teleconferencing for  
pain information and support

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Slide 11

Common Practice Errors

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Slide 12

Common Practice Errors  
Asking leading questions  
Leading questions contain the answer  
Require simple yes or no answer  
Fosters authoritarian attitude  
Discourages collaboration

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Slide 13

**Common Practice Errors**

Solution:

- Use open ended question
- Proceed to more specific question
- Ask question to quantify information
- Ask one question at a time

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Slide 14

**Common Practice Errors**

Using medical jargon

Communication requires exchange of information

Solution:

- Stick to lay terms
- Aim for 5th to 8th grade comprehension

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Slide 15

**Common Practice Errors**

Collecting inadequate data

Real problem may be hidden

Solution:

- Allow adequate time
- Utilize telephone communication form

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Slide 16

**Common Practice Errors**  
Stereotyping callers or problems  
Inadequate talk time  
Failure to remain open to new or discrepant information  
**Solution:**  
Slow down  
Be aware of "burnout"

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Slide 17

**Common Practice Errors**  
Failure to talk directly to patient  
Telephone advisor already at disadvantage;  
can't see patient  
Need to minimize confusion  
Aphasic/hearing impaired patients  
**Solution:**  
If possible talk to patient  
Identify primary caregiver

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Slide 18

**Common Practice Errors**  
Accepting caller's self-diagnosis  
**Solution:**  
Make your own assessment

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Slide 19

**Common Practice Errors**  
Second guessing caller  
Power struggle  
**Solution:**  
Defuse  
Educate  
Compromise  
Evaluate - VNA visit, office visit, ER

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Slide 20

**Common Practice Errors**  
Devaluing reassurance calls  
Call "to check" information  
Testing the system  
Calls influence compliance/adherence  
Calls influence public relations

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Slide 21

**Common Practice Errors**  
Devaluing reassurance calls  
**Solution:**  
Learn to distinguish between need for hand holding and the need to be seen.  
Increasingly frequent calls may signal need to be seen.

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Slide 22

**Common Practice Errors**  
Delay in returning calls  
Policy possibilities  
24 hour help  
before end of business day  
offering alternative options

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Slide 23

**Documentation**  
Chart contact time

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Slide 24

**Documentation**  
Be specific  
“Confused” - unable to identify caregiver  
“Unclear about medication” - unable to name medication

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Slide 25

**Documentation**

Use quotes  
"He is afraid morphine will kill him"

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Slide 26

**Documentation**

Records  
Patient record  
Department record  
Personal record

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Slide 27

**Documentation**

Example: Documentation form

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Slide 28

**Tips for Effective Pain Education by Telephone**

Be aware of multi-dimensional nature of cancer pain  
Be alert to issues of acute, chronic, and progressive pain  
Use "Content of Pain Education" module as resource

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Slide 29

**Tips for Effective Pain Education by Telephone**

Reinforce telephone education with written information  
Pain: A Clinical Manual handouts  
Evaluate telephone education

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