An effective pain management policy includes operational guidelines and a process to ensure the appropriate identification of super users, sets a threshold number of ED visits annually, explains the policy to the patient at the bedside, and communicates the desire to enroll the patient into the policy with the patient’s PCP. If the patient has no PCP, the pain committee will provide outpatient providers whom the patient can see.

**Figure 9.3**

**Process for Enrollment in Chronic Pain Program**

- **Flag**
  - Suspicious pattern determined by EDP/MLP/RN
  - Request form completed and submitted to committee

- **Review**
  - Committee review
  - Frequency of visits
  - Nature of visits
  - Past medical history
  - Diagnoses
  - Discharge medications

- **Enrollment Decision**
  - Yes
  - No

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