



World Institute of Pain (WIP)
Excellence in Pain Practice Award

Award Applicant Site Inspection Handbook
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As an Excellence in Pain Practice (EPP) Award applicant your pain center has been selected for a site inspection. The site inspection is the second phase in the award selection process. The EPP Awards Committee will use the materials submitted with your award application and the information collected during this phase to determine if your pain center meets the established award criteria.

WIP provides this handbook as a guide to the site inspection process. It summarizes the site inspection process and informs you on what to expect before, during, and after the site inspection. To ensure a timely and effective site inspection, please review the handbook in detail upon receipt and contact the WIP Secretariat immediately with any questions.

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The Excellence in Pain Practice (EPP) Award

The World Institute of Pain (WIP) launched the Excellence in Pain Practice (EPP) Award in 2010 to promote the highest standards of pain practice around the world. The EPP award recognizes Pain Centers that excel in providing education and training to fellows and physicians in the field of pain practice. The award supports WIP's mission of fostering the exchange of medical science in the fields of interventional pain management, encouraging medical research, and creating opportunities for continued learning in the most up-to-date technical procedures.

Pain centers may apply for the EPP Award in up to three areas:

- (1) Pain Center Achievements
- (2) Training and Research
- (3) Impact of Pain Center to the Specialty of Pain Practice

The EPP Award Committee grants the award based on the evaluation conducted at the time of application for a five-year period. The pain center must re-apply for award consideration after the five-year period has ended. The goal of this process is to ensure pain centers that receive the EPP award have an opportunity to demonstrate their ongoing commitment to excellence.

The EPP Award Selection Process

The EPP Awards Committee selects the recipients of the annual EPP award using a three-phase approach:

- (1) Phase I: Review of submitted applications
- (2) Phase II: Selection of Pain Centers that meet established award criteria for a site inspection
- (3) Phase III: Review of site inspection reports, deliberation, and selection of award recipients

The goal of the site inspection is to gather more information through interviews and observation to support the pain center's application and help the EPP Awards Committee select qualified recipients.

An FIPP-certified physician in good standing, and authorized by WIP, will conduct the inspection in accordance with established guidelines. The inspector will prepare and submit a written "Site Inspection Summary Report" to the

EPP Awards Committee Chairman for consideration by the Committee during its deliberations to select the award recipients.

The site visit is designed to evaluate each pain clinic award applicant in a consistent and standardized manner while still recognizing that each clinic is unique. WIP relies on the knowledge, experience, and expertise of each site inspector to evaluate the assigned pain clinic against the established award criteria in a fair and standardized manner.

Notification Process

Award applicants are notified by letter/email from the EPP Awards Committee Chairman that the applicant has been approved for site inspection. The notification will include the following information:

- Name of the assigned site inspector. Award applicants may object to the assigned site inspector due to a conflict of interest. Applicants will have 10 days to notify WIP of their request for a site inspector assignment change.
- Name/contact information for WIP Secretariat to review site inspection logistics or address questions/concerns with the site inspection process
- List of available dates for the site inspection
- Summary of the fees and expenses, including payment instructions

The site inspection will be scheduled by the WIP Secretariat within 90 days of receipt of the site inspection notification.

EPP Award Inspector Panel

WIP selects site inspectors to serve on the EPP Award Inspector's Panel based on their service to WIP and requisite knowledge and expertise in the field of pain medicine both clinically and scientifically. The site inspector must be a FIPP designee in good standing with WIP to qualify to serve on the panel.

Award applicants may object to the assigned site inspector due to a conflict of interest. Applicants will have 10 days to notify WIP of their request for a site inspector assignment change.

Each member of the Inspector Panel has completed a brief training on the goal and scope of the EPP program, site inspector roles and responsibilities, and criteria for evaluating the pain center. The assigned site inspector also receives a copy of the pain center's award application, additional information/documentation submitted by the applicant, and a roster of pain center physicians and staff for review prior to the site inspection.

All members of the EPP Award Inspector Panel are required to sign a confidentiality and conflict of interest agreement (see Appendix A) regarding the information exchanged before, during, and after the site inspection.

What to Expect

The site inspector will review the applicant's submitted materials (including the initial application and additional documentation related to the criteria for the site inspection) before the scheduled site inspection. **Please note that the required additional documentation must be submitted at least 10 business days prior to your scheduled site visit.** This documentation is in addition to the information supplied in your award application and is listed in the

“EPP Award Criteria” section of this handbook. The information required prior to your site visit is based on the award category that you have applied for.

Site Inspector’s Role:

The site inspector’s role is crucially important in the award selection process. In order to evaluate award applicants in a fair, consistent, effective, and measurable manner, site inspectors must agree to conduct their site inspections in a manner consistent with the following principles.

By accepting the role of site inspector, each inspector agrees to:

1. Behave in a professional manner that reflects trust, integrity, confidentiality and discretion. Site inspectors will demonstrate effective and tactful communication, objectivity, and flexibility.
2. Report inspection findings truthfully, accurately, and completely.
3. Refrain from conducting a site inspection in situations where a conflict of interest or other bias is present.
4. Utilize his/her knowledge, experience and expertise in pain management to judge the pain clinic against the established award criteria in the most objective manner possible.

Site inspector Responsibilities:

1. Review the applicant’s submitted application and documentation prior to the site inspection.
2. Prepare questions for the pain center staff prior to the scheduled inspection date.
3. Conduct the site inspection by interviewing the pain center director and reviewing the scope of the inspection, reviewing questions related to the award criteria (based on the information provided by the pain center), and observing and documenting the pain center’s activities.

The site inspector will evaluate the pain center based on the selected award areas as indicated in the award application:

- a) **Pain Center Achievements** in the areas of clinical practice, research, training for the physician, and training for other personnel.
- b) **Education and Research** in the areas of quality of the physician training program as judged by pain center colleagues, publication of significant peer reviewed articles, and cutting-edge research.
- c) **Impact of Pain Center to the Specialty of Pain Practice** locally, nationally, and internationally.

The site inspector may request patient interviews as needed as part of the inspection process.

Inspectors are prohibited from:

1. Serving as a site inspector to a pain clinic where he/she has a conflict of interest
2. Providing consultation to pain centers regarding the award process

3. Using information obtained during a site inspection for purposes other than award evaluation. For example, information obtained during a site inspection may not be used for business or competitive advantage by the site inspector.
4. Retention of any confidential documents. All documentation will be forwarded to WIP with the site inspectors report.
5. Requesting access to information that is unrelated to the purpose and scope of the inspection and the award criteria.

Pain Center's Responsibilities:

1. Communicate in a timely manner with the WIP Secretariat regarding site inspection logistics.
2. Provide requested documentation at least 10 days prior to the scheduled site inspection.
3. Assist the site inspector to arrange interviews with staff and patients, as necessary.
4. Answer questions honestly.

EPP Award Selection Process and Recognition

The EPP Awards Committee will convene within 30 days of receipt of all inspection reports to select the EPP Award recipients. All discussions relative to the award applications are confidential.

The Committee will communicate its decision to the pain center director by letter/email within 30 days of the Committee's decision. The WIP will recognize recipients on its website, in the WIP newsletter, and at official functions. Recipients will also receive a commemorative plaque.

Pain centers that are not selected for the EPP Award may reapply for consideration after 12 months.

EPP Award Criteria

The goal of the site inspection process is to objectively grade the pain center consistent with the criteria the EPP Awards Committee has established in the following three areas:

- (1) Pain Center Achievements
- (2) Education and Research
- (3) Impact of Pain Center to the Specialty of Pain Practice

Below is a summary of the three award criteria. The pain center may apply for the EPP award in one (or all) of the three areas. The site inspector will use the information provided in the pain center's application to determine the criteria that has been applied for. To determine compliance with the award criteria, site inspections will include interviews with the pain center director, staff, and patients (as necessary).

Please note: some criteria require that additional information is submitted to the WIP Secretariat prior to the scheduled site visit. Additional documentation must be submitted at least 10 days prior to the site inspection.

EPP Award Criteria #1 – Pain Center Achievements

The Pain Center Achievements are evaluated in one or all of the areas of clinical practice, research, training for the physician, and training for other personnel based on the pain center's application.

- (1) **Clinical Practice** – site inspectors will evaluate the following: patient management at the pain center, number of patients seen per month or year in the past two years; type of patients seen and the method of evaluation and treatment of these patients, is the pain center multidisciplinary or specialized, and is the clinical practice data stored and analyzed and how is this achieved?

Documentation Required Prior to Site Inspection:

Applicants must submit the following information to the WIP Secretariat prior to the scheduled site inspection:

- Patient history summary (per month/two years of data)
- Type of patients seen and method of evaluation and treatment including list of pain syndrome, method of evaluation, standard treatment options (prioritized in the order of intervention with the last being the most extreme for those patients who do not respond to earlier interventions).
- Description of pain center focus (multidisciplinary or specialized)
- Description of how data collection is achieved, the number of years data is available, and a summary of how the data is analyzed.
- What benefits have been derived to patients and/or to the overall practice dynamics of your pain center?

- (2) **Research** – site inspectors will evaluate the following: any clinical or basic research done within the past two years and describe the research facilities and the availability of those facilities to the pain center.

Documentation Required Prior to Site Inspection:

Applicants must submit the following information to the WIP Secretariat prior to the scheduled site inspection:

- Has any clinical or basic science research been done at this pain center within the past two years?
- If yes, please describe the research; identify the principal investigator and co-investigators, the duration of the project and status.
- Describe the research facilities of the pain center or in the institution, if the facilities are shared with others, and the availability of those facilities to the pain center.

- (3) **Training for Physicians** – site inspectors will evaluate the following: is the pain center providing training for resident physicians or pain fellows or both? Is there a fellowship program and, if so, who is the director? Describe the fellowship program schedule, curriculum, lectures and list of teaching faculty, and was the audience internal to the pain center or was the course available to professionals outside the pain center as a local, regional, national, or international forum?

Documentation Required Prior to Site Inspection:

Applicants must submit the following information to the WIP Secretariat prior to the scheduled site inspection:

- Is the pain center providing training for resident physicians or pain fellows or both? If so, please describe.
- If there is a fellowship program, if so, who is the program director?
- Describe the fellowship program curriculum, rotation schedule, lectures, and list of teaching faculty.
- Was the audience of the lectures internal to the pain center only or were any of the courses available to professionals outside of the pain center as a local, regional, national or international forum?
- Please attach a list of lectures offered in the past two years, describe the curriculum, who taught the lecture, identify the audience, and indicate whether any lectures were open to professionals external to the pain center, e.g., local, regional, national or international. Include the average number of participants at each lecture.

(4) **Training for Other Personnel** – site inspectors will evaluate the following: Are other personnel trained at the pain center, for example: nurses, physical therapists, physicians’ assistants, etc.? How many training programs were conducted in the last two years, describe the curriculum for each, who taught the course, who was the audience – internal to the pain center or was the course available to professionals outside the pain center as a local, regional, national, or international forum?

Documentation Required Prior to Site Inspection:

Applicants must submit the following information to the WIP Secretariat prior to the scheduled site inspection:

- Are other personnel trained at the pain center, for example: nurses, physical therapists, physicians’ assistants, etc.?
- If yes, please attach a list of lectures offered in the past two years, describe the curriculum, who taught the lecture, identify the audience, and indicate whether any of the lectures were open to professionals external to the pain center (e.g. local, regional, national, international).

EPP Award Criteria #2 – Training and Research

Education and research are evaluated in the areas of quality of physician training program as judged by pain center colleagues, published significant peer review articles, and cutting-edge research.

(1) **Quality of Physician Training Program as Judged by Pain Center Colleagues** - site inspectors will evaluate the following: did the training program improve the quality of the physician’s care, as judged by the physician’s pain center colleagues? Based on the site inspector’s interviews with faculty, physicians, nurses, pain trainees, and patients does the pain center appear to have a culture which values ongoing training and professional development for all employees? Based on the site inspector’s interviews, do the faculty, physicians, nurses and pain trainees believe the training they receive is adequate to ensure safe and effective patient care?

- The inspector will interview the pain center colleagues in a confidential way. Personnel to be interviewed include: faculty, nurses, and pain trainees, for the purpose of confidentially assessing the quality of the training program from the perspective of each personnel representative.

- The applicant is not required to submit additional documentation prior to the site inspection to support these criteria.

(2) Published significant peer review articles – site inspectors will evaluate the following: has the pain center produced peer-reviewed articles in the last two years, has at least one article been accepted for publication in a peer-reviewed journal within the last two years?

Documentation Required Prior to Site Inspection:

Applicants must submit the following information to the WIP Secretariat prior to the scheduled site inspection:

- Documentation of peer-reviewed articles from the last two years. (Include a copy of the list of peer-reviewed articles with the final inspection report.)
- Documentation that at least one article that has been accepted for publication within the last two years. (Include a copy of it with the final inspection report.)

(3) Cutting-edge Research History – site inspectors will evaluate the following: has the pain center conducted cutting-edge research?

Documentation Required Prior to Site Inspection:

Applicants must submit the following information to the WIP Secretariat prior to the scheduled site inspection:

- Verification that the pain center has conducted cutting-edge research. Verification should be from at least two sources, and may include any of the following artifacts: published article or book chapter, letter of support from physician colleagues external to the pain center, letter of support from industry affiliated with the research, or relevant literature search documenting the cutting-edge characteristics of the research. (The site inspector should obtain independently-verified evidence that any research conducted is indeed cutting edge and include evidence of this verification with the final report.)

EPP Award Criteria #3 - Impact of Pain Center to the Specialty of Pain Practice

The impact of the pain center to the specialty of pain practice will be evaluated locally, nationally, and internationally.

(1) Locally – site inspectors will evaluate the following: is the existence of the pain center in that locality important to the region?

Documentation Required Prior to Site Inspection:

Applicants must submit the following information to the WIP Secretariat prior to the scheduled site inspection:

- Documentation from the hospital, institution, or the local medical society to support that the pain center is important to the region. (Include documentation with the final inspection report.)

- (2) **Nationally** – site inspectors will evaluate the following: has the pain center personnel presented their data at the national level in meetings and workshops.

Documentation Required Prior to Site Inspection:

Applicants must submit the following information to the WIP Secretariat prior to the scheduled site inspection:

- Attach documentation that illustrates the frequency of invitations to present data, the target audience, as well as the location and purpose of the presentation of data.

- (3) **Internationally** – site inspectors will evaluate the following: has the pain center personnel presented their data at the international level in meetings and workshops.

Documentation Required Prior to Site Inspection:

Applicants must submit the following information to the WIP Secretariat prior to the scheduled site inspection:

- Attach a list of other professional societies that the pain center faculty are affiliated with, including their name, position and duration of the appointment, and describe any unique duties, awards, or achievements in connection with this professional service.

EPP Award Scoring Summary Sheet

The site inspector will assess each of the EPP Award evaluation criteria using the following rating sheet. The site inspector will submit the scoring summary sheet and all additional documentation collected during the site visit to the office of the WIP Secretariat within seven (7) days of the site inspection.

Criteria	Yes (1 pt)	No (0 pts)
Pain Center Achievements		
Clinical Practice		
Has the pain center seen an average of 20 patients per day in the last two years?		
Based on the description of the types of patients seen and corresponding list of interventions, does the pain center use normative standards of care in interventional pain management?		
Does the clinic take a multidisciplinary approach to its pain practice?		
Does the pain center have an adequate process in place to collect and retain patient data?		
Is patient data available for at least the last 2 years?		
Does the pain center have an adequate process in place to analyze the data?		
Have patients benefited from the care provided at the pain center?		
Research		
Has any clinical or basic science research been done at this pain center within the past two years?		
Does the pain center have onsite research facilities or are research facilities available to the pain center?		
Did the pain center produce at least 1 peer-reviewed article in the last two years if they are applying in the area of clinical practice?		
Training for Physicians		
Does the pain center provide training for resident physicians?		
If yes, were the training programs offered to professionals outside of the pain center staff?		
Does the pain center provide training for pain fellows?		
If yes, were the training programs offered to professionals outside of the pain center staff?		
Based on the description provided, are these training programs adequate?		
Does the pain center have a fellowship program?		
If yes, is the fellowship program run effectively (with a specific curriculum and adequate teaching faculty)?		
Training for Other Personnel		
Are other personnel trained at the pain center, for example: nurses, physical therapists, physicians' assistants, etc.?		
If yes, did the pain center offer at least 1 course in the past two years?		

Were the courses adequate (specific curriculum, qualified faculty, etc.)?		
Were the courses offered to professionals outside of the pain center staff?		
Pain Center Achievements Points Sub-Total:		
Education & Research		
Quality of Physician Training Program as Judged by Pain Center Colleagues		
Based on the site inspector’s interviews with faculty, nurses, and pain trainees does the pain center appear to have a culture which values ongoing training and professional development for all employees?		
Based on the site inspector’s interviews, do the faculty, physicians, nurses and pain trainees believe the training they receive is adequate to ensure safe and effective patient care?		
Based on the site inspector’s interviews with faculty, nurses, pain trainees, and patients does the pain center need to improve its training program and/or opportunities?		
Published significant peer review articles		
Did the pain center produce at least 4 peer-reviewed articles in the last two years if they are applying in the area of research?		
Has at least one peer-reviewed article been accepted for publication within the last two years?		
Cutting-Edge Research		
Has the pain center conducted cutting-edge research in the last two years?		
Education & Research Points Sub-Total:		
Impact of Pain Center to the Specialty of Pain Practice		
Has the pain center organized any local, regional, national or international conferences/meetings in the last two years?		
Locally		
Is the existence of the pain center in that locality important to the region?		
Nationally		
Has the pain center staff presented data at national workshops/meetings at least 2 times in the past 2 years?		
Internationally		
Has the pain center staff presented data at international workshops/meetings at least 2 times in the past 2 years?		
Impact of Pain Center to the Specialty of Pain Practice Points Sub-Total:		
TOTAL POINTS:		

EPP Award Site Inspection Sample Agenda

Site inspectors will determine the schedule and agenda for each site inspection in consultation with the Pain Center. The agenda will be based on the award category, information received in the application and prior to the site visit, and other factors. A sample agenda is included here for your reference.

- I. Introductions
- II. Purpose and scope of the site inspection
 - A. Confidentiality
 - B. Review of schedule
- III. Tour of pain clinic
- IV. Review of questions based on site inspector's review of the award application and/or documents submitted prior to the site inspection
- V. Review of items on scoring sheet
- VI. Interviews
- VII. Questions
- VIII. Summary and closing

Appendix A: Site Inspector Confidentiality & Conflict of Interest Policy

Confidentiality Policy:

WIP is committed to protecting the confidential and/or proprietary information of pain centers related to the review process for the EPP award. Information disclosed by pain centers in award applications and during site inspections is considered confidential. WIP site inspectors will not disclose confidential information unless authorized to do so by an authorized representative of the pain center site. Site inspectors will not retain confidential information/documents after the site inspection has been completed. All documents related to the site visit will be forwarded to WIP offices for proper storage and retention. Information regarding the pain center which is publicly available is not considered to be confidential.

Conflict of Interest Policy:

The WIP awards program strives to be free from actual, potential, or perceived conflicts of interest by site inspectors and all award committee members. Site inspectors are prohibited from taking personal advantage of their role by allowing a situation to exist that may be construed as an actual, potential, or perceived conflict of interest. All conflicts of interest or potential conflicts of interest must be fully and immediately disclosed to WIP.

A *conflict of interest* is defined as a situation in which the personal or professional concerns or connections of a site inspector affect his or her ability to place the interest of WIP and the EPP award program before personal benefits.

A conflict of interest may exist in any situation where the activities of the site inspector also involve obtaining direct or indirect personal or professional gain, create an adverse effect or have the potential to create an adverse effect on the interests of the WIP. A conflict of interest transaction is one in which the site inspector has a material financial interest or fiduciary duty such that it could influence his or her action while acting on behalf of WIP as a site inspector. Conflicts of interest can also arise in other instances. Each individual must promptly report situations that may be perceived as a conflict of interest to WIP as soon as he or she becomes aware of such situations.

Examples of site inspector conflicts of interest may include situations in which a site inspector:

1. Has ownership interest, serves on the governing board, holds a management position, or has fiduciary responsibility in the pain clinic being evaluated.
2. Accepts gifts, gratuities, excessive entertainment, services, loans, or promises of future benefit from the pain clinic, or representatives of the pain clinic, being evaluated.
3. Obtains compensation in the form of fees or salaries if the payment is affected directly or indirectly by the individual's decisions made on behalf of WIP.
4. Discloses or uses information obtained during the site inspection for personal profit or advantage.
5. Is directly or indirectly benefited because they are related to or maintain a personal friendship with any representative of the pain clinic.