

Getting to 99: Improving Patient Satisfaction with Pain Management

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Introduction

Patient Satisfaction scores for the Press Ganey item "How Well Was Your Pain Controlled" were below the peer group mean 7 of 8 quarters between January 2009 and September 2010; and above the 50th percentile only once. The Oncology Clinical Nurse Specialist and nursing unit leadership led a multi-intervention approach to overcome barriers to effective pain management. Nurse and physician knowledge and attitudes about pain were explored using Ferrell's Knowledge and Attitudes Survey Regarding Pain¹. Results showed that directed education was needed. This poster highlights the process and outcomes of our efforts to improve patient satisfaction with pain management in the Penn State Hershey Cancer Institute.

Objectives

- Discuss interprofessional, multiintervention approaches that resulted in patient satisfaction with pain management outperforming benchmark means.
- Describe application of the Nursing Care Delivery System tenets to achieve quality improvement outcomes.

Application of the Nursing Care Delivery SystemInterprofessional Approaches

We Care about our patients' comfort and wellbeing.

We Partner with the patient and all providers, including the family caregivers, to develop an individualized treatment plan.

We Empower all members of the care provider team to contribute assessment data that leads to a better understanding of the patients' comfort needs.

We Innovate and design interventions specific to patient needs based upon on-going

We Commit our best nursing practice to control of our patients' pain.

Education Initiatives for Nurses and Physicians (Quality & Safety, Communication & Teamwork)

- Topic in Oncology Nursing Update
- Palliative Care Nursing Course
- Nurse Externs developed educational tool about nonpharmacologic interventions
- Pain Task Force e-Learning
- Pain assessment tools
- Documentation expectations
- Pharmacologic and non-pharmacologic pain interventions
- Patient education and partnering
- Hematology/Oncology Grand Rounds
- Education provided monthly to Hematology/Oncology
 Physician Residents by the Palliative Medicine MD

Process Changes

- Standardized pain assessment tools and copies made available in patient room (Communication & Teamwork)
- Instituted documentation changes in Electronic Medical Record (Integrated Technology)
- Implemented AIR Cycle (assessment/intervention/reassessment) documentation (Integrated Technology)
- Instituted Hourly Rounding on all units (Communication & Teamwork; Quality & Safety)
- Added Pain Score section to Charge Nurse Report Sheet (Communication & Teamwork)
- Supported RN/MD rounds and Clinical Nurse Specialist rounds (Communication & Teamwork; Interdisciplinary Care)
- Reported success, opportunities for improvement, and recognitions in unit Weekly Updates (Communication & Teamwork)

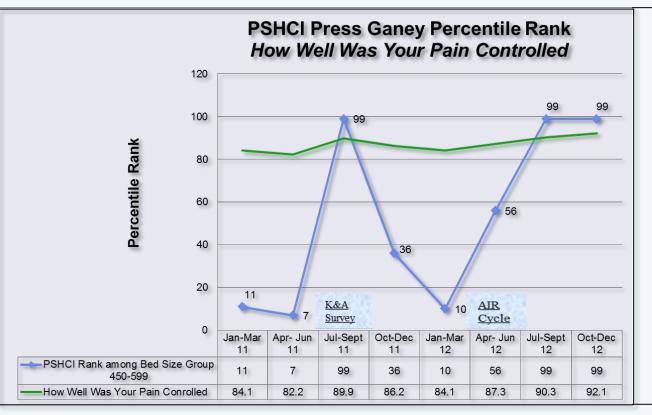
Patient Education

- Myths and Facts
 sheet in each patient
 room
 (Communication &
 Teamwork)
- Unit Bulletin Boards emphasize pain assessment and pain management priorities (Communication & Teamwork)
- The Joint Commission "Speak Up" What You Should Know About Pain Management² brochure given and discussed at time of admission (Communication & Teamwork; Quality & Safety)

Results and Conclusions

Engagement of direct care nurses is crucial to success. Placing the initiative within the context of our Nursing Professional Practice Model and Care Delivery System highlighted the primacy of nursing care and nurses' accountability for clinical practice and outcomes.

Support for a standardized, evidence-based approach to assessment and documentation of patients' pain was an additional component for success.



Patient satisfaction with pain management reached the 99th percentile in the third and fourth quarters.

Outcomes

- Cancer pain management education is provided to the Hematology/Oncology residents during their first week on rotation.
- Patient education about the pain scale and how patients should report pain to their care providers facilitates more accurate assessment.
- Comprehensive pain assessment documentation has improved among nursing staff.
- Nurses, physicians and pharmacists, through the Integrated Care Delivery Team, work together to resolve issues and improve patient care.

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