Lean Project A3: Patient Satisfaction with Pain Management

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**Define:** Problem Statement

The current patient satisfaction with pain management scores, aggregated at the organizational level are at the 26th percentile when compared nationally. Four units are <10th percentile.

**Goal:** To improve patient satisfaction with pain management scores to the 50th percentile on selected units.

**Scope:** Limited to those areas with current satisfaction scores <10th percentile: DH72-CCU, DH32-Ortho, 4 Tower, and 5 Tower.

**Benefits:**
- Improved patient satisfaction with pain management
- Decreased length of stay
- Improved physiological and psychological healing
- Decreased rate of readmission
- Decreased rate of outpatient visits

**Key Metric(s):** Patient satisfaction scores with pain management

- **Measure:** Baseline Process: Target Units 12/11-3/12

**Process Map**

- Pain medication orders available for initial, midlevel, reassessment?
- Patient Admitted to Unit
- Pain Medication Admission
- Rx with AD
- RNI provides patient education/discussion with patient including pain scoring, goals of treatment, acceptable/predicted levels of pain, routine nurse follow-up, medication requests & pain plan of care
- Patient instructed or routine nurse follow-up and who to request pain control if needed
- Patient reassessed at proper interval, provided complementary pain management and pain within acceptable limits
- If not satisfied, MD Orders Pain Medication
- Pharmacy verifies orders timely
- Pain Medication Administration
- Patient admitted to unit
- Pain Not Satisfied

**Define:** Problem Statement

- Multiple Process issues identified
- Pain medication orders available for initial, midlevel, reassessment?
- Patient Admitted to Unit
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**Improvement Phase:**

**Interventions/Next Steps**

- **Trial Visual Pain Scale Poster**
  - Responsible: Team
  - Date: 2/12
- **Trial Pain White Board**
  - Responsible: Team
  - Date: 2/12
- **Change Med Administration Policy**
  - Responsible: Pharm/Nag
  - Date: 2/12
- **RN & Nursing Assistant Education**
  - Responsible: Team
  - Date: 2/12
- **MD Education**
  - Responsible: Dr. DeAlba
  - Date: 7/12
- **Pain Management Video-CCTV**
  - Responsible: Team
  - Date: 7/12
- **Analyze data**

**Phase 2: Recommendations:**

- **Chronic Pain Management:**
  - **Goal:** Team consult prior to planned admissions (Ortho trial)
  - **Pain consultation on admission**
  - **Standardized Admission orders with pain management**
  - **QUEST Pain Management Order Set (Chronic)**
  - **Acute & Chronic Pain Management Clinical Path/Algorithm**

**Improve Phase Results:**

**Comparison of Pain Quality Survey Result**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Pre-Mean</th>
<th>Post-Mean</th>
<th>% Improvement</th>
<th>% Improvement</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2: My nurse believed my reports about my pain was accurate</td>
<td>5.12</td>
<td>5.76</td>
<td>p &lt; 0.006</td>
<td>12.12%</td>
<td>Statistically significant</td>
</tr>
<tr>
<td>Q3: I feel my medications were available when I needed them</td>
<td>4.80</td>
<td>5.41</td>
<td>p &lt; 0.005</td>
<td>12.37%</td>
<td>Statistically significant</td>
</tr>
<tr>
<td>Q4: My nurse suggested approaches to help manage my pain</td>
<td>4.26</td>
<td>5.22</td>
<td>p = 0.061</td>
<td>59.80%</td>
<td>Not statistically significant</td>
</tr>
<tr>
<td>Q5: My nurse discussed side effects of the pain medications with me</td>
<td>3.42</td>
<td>3.80</td>
<td>p = 0.431</td>
<td>12.30%</td>
<td>Not statistically significant</td>
</tr>
<tr>
<td>Q6: The pain medications worked well to control my pain</td>
<td>4.68</td>
<td>4.00</td>
<td>p = 0.736</td>
<td>2.59%</td>
<td>Not statistically significant</td>
</tr>
<tr>
<td>Q7: My healthcare team involved me in the decisions about controlling my pain</td>
<td>4.40</td>
<td>4.90</td>
<td>p &lt; 0.005</td>
<td>11.45%</td>
<td>Not statistically significant</td>
</tr>
</tbody>
</table>

**Control:**

- HCAHPS - Overall Pain Management - Tower 4, Tower 5 & DH 32 Combined
- Numer of Participants: 338
- Control Chart: LCL=0.8103; UCL=0.8103
- Average P=0.6514
- LCL=0.4012