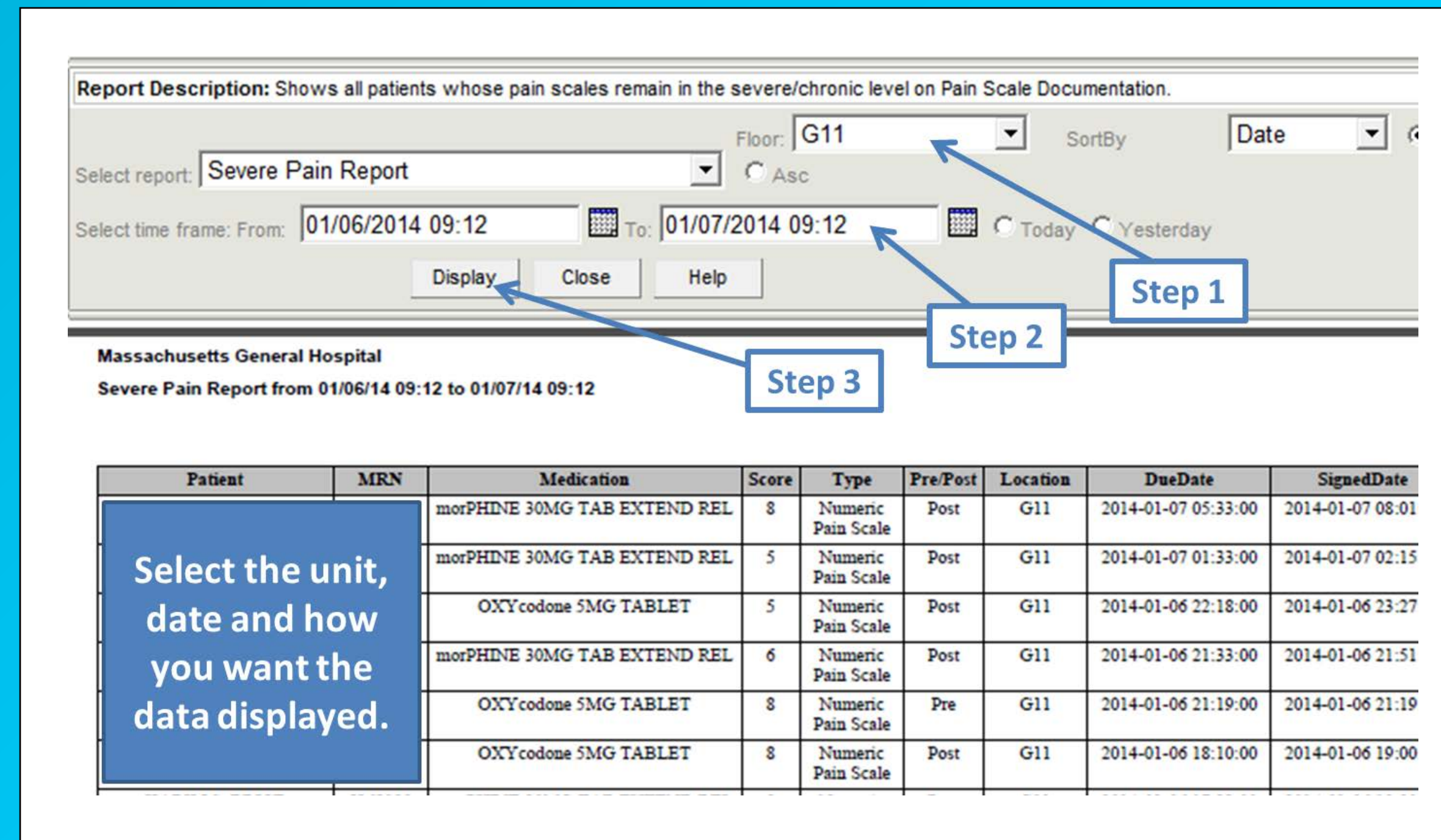
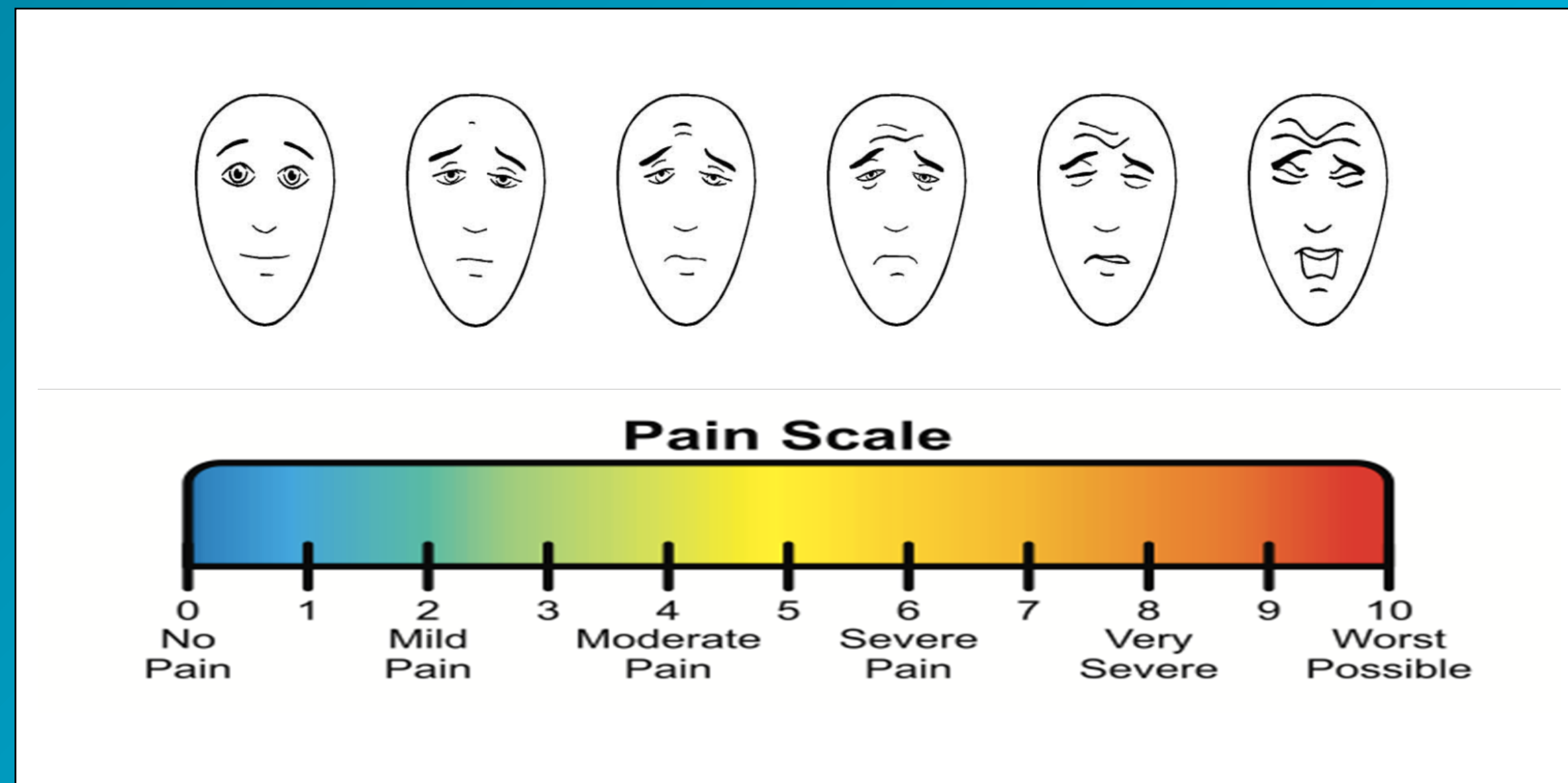


# IMPROVING PATIENT EXPERIENCE RELATED TO PAIN ON THE GENERAL MEDICAL UNITS

Theresa Gallivan RN, MS; Christine Donahue Annese RN, MS; Patricia Fitzgerald RN, MSN, ACNS-BC; Christopher Coley MD; Paul Arnstein RN, PhD, FAAN; Kate Barba RN, ANP-BC; Sara Fisher RN, RN/PC, PMHCNS-BC; Susan Gavaghan RN, MSN, ACNS-BC; Shannon Mahoney RN, MS, ACNS-BC; Susan Morash RN, MS; Ray Mitrano MS, RPh; Karen O'Brien MD; Mary D. O'Brien, RN, MSN; Alex Toyoda Pharm D.  
Massachusetts General Hospital, Boston, MA



## BACKGROUND/SIGNIFICANCE

- Nationwide, pain HCAHPS scores of patients on general Medical Units have lagged behind those of other patient populations. This trend was evident at MGH as well with scores in the lower 10th percentile with a score of 58.7.
- A multidisciplinary group was convened to examine the factors affecting this trend, and to identify opportunities for improvement.

## IMPLEMENTATION

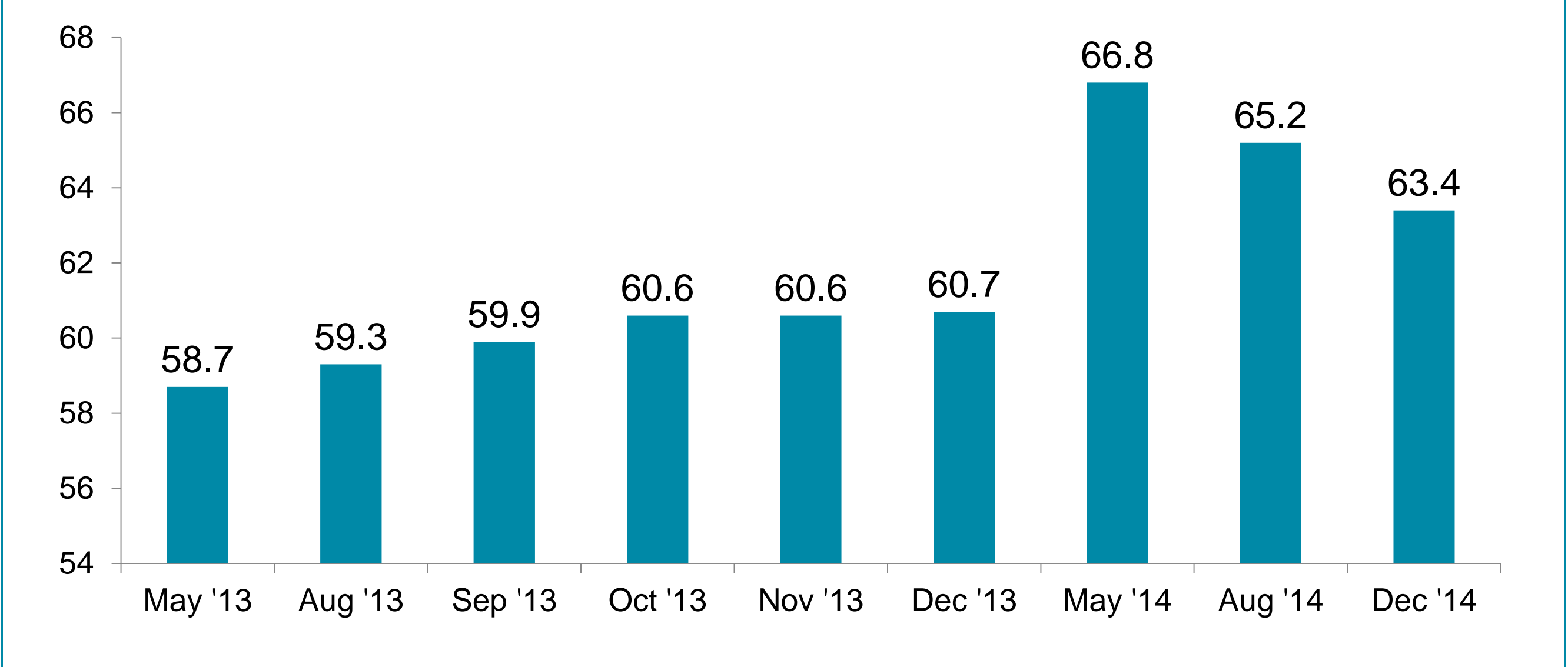
Interventions included the following:

- Development of Healthstream courses for RN's, MD's and Pharmacists to increase knowledge on pain management.
- Clarification of available Pain Resources and distribution of posters outlining the roles and contact information of the Pain Services
- Distribution of posters defining the best way for RN's to contact pharmacy for medication issues
- 1:1 staff education by the unit based Clinical Nurse Specialists related to the assessment, documentation and treatment of patients' pain through the use of a CNS designed "look book" resource guide.
- Utilization of the Acute Pain Report in EMAR to identify patients who consistently rate their pain as >5.
- Creation of an Acute Pain Worksheet for RN's to use when assessing factors contributing to patients' suboptimal pain management
- Initiation of on unit Pain rounds by Pain Clinical Nurse Specialist
- Development of daily Pharmacist check in to discuss the plan of care for patients with unrelieved pain.

## PERFORMANCE IMPROVEMENT/OUTCOME

HCAPPS scores on general medical units have increased from 58.7 to 64.5.

**HCAPPS Scores on General Medicine Units:**  
Percentage of Patients who Responded ALWAYS to the Questions "During this hospitalization, how often was your pain at a level that was acceptable to you?" and "How often do you feel that the staff did everything they could to control your pain?"

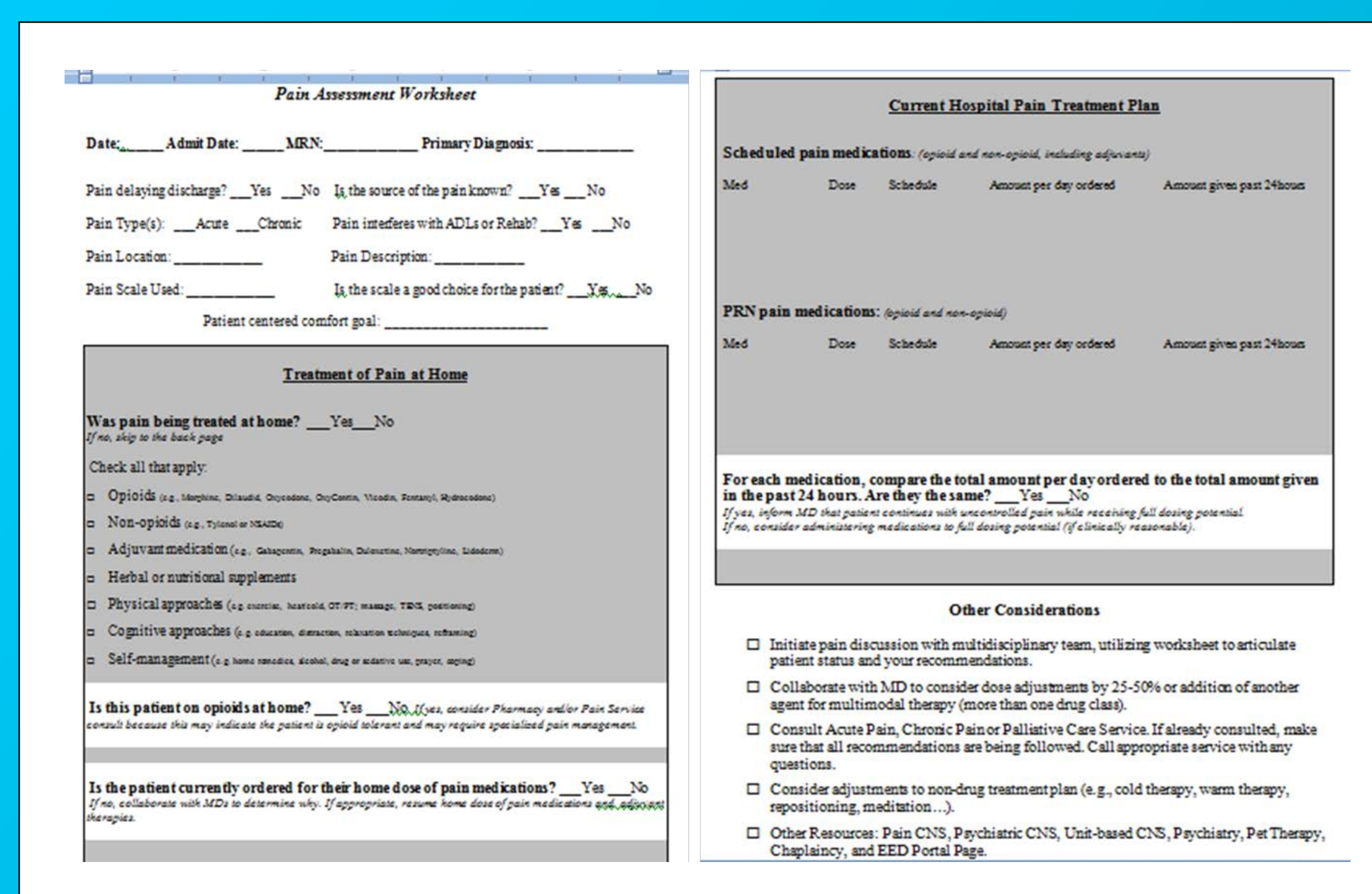


## IMPLICATIONS FOR NURSING PRACTICE AND/OR FUTURE RESEARCH

The issue of pain management continues to be a challenge for acutely ill patients. The involvement of a multidisciplinary team is necessary for the optimum level of care.

## OBJECTIVES

To identify and initiate interventions to improve the patient experience related to pain in the general medical population.



- Pain is an unpleasant sensory & emotional experience associated with actual or potential tissue damage or described in terms of such damage
- Our promise to patients... we will **always**
  - Work as a team to evaluate, treat & prevent pain
  - Listen to patients and take reports of pain seriously
  - Try to respond promptly to reports of pain
  - Provide information about pain and its treatment

NOTE: Patients who are unwilling/unable to verbalize pain still can feel it!

### Pain and the MGH Promise

This project was undertaken as a Quality Improvement Initiative at Massachusetts General Hospital, and as such was not formally supervised by the Institutional Review Board per their policies.