Effective Pain Management and Improvements in Patients' Outcomes and Satisfaction Diane Glowacki, MSN, RN, CNRN-CMC

Background

In collaboration with the National Data of Nursing Quality Initiatives (NDNQI), Mercy Hospital of Buffalo participated in a national pain study which was initiated March 2011 and completed December 2011. The study was titled: "Coordinating Center for Dissemination and Implementation of Evidenced-Based Methods to Measure and Improve Pain Outcomes".

The goal of NDNQI study was for the participating hospitals to implement and evaluate an innovative translational research program to measure and improve pain care processes and outcomes. Two medical/surgical units at Mercy Hospital participated in the NDNQI study. This collaborative study prefaced the initiation of the Mercy Hospital of Buffalo's hospital-wide pain study.

Purpose

First, to apply the successful initiatives implemented in collaboration with the NDNQI study for improved pain management relative to patient satisfaction on all of the hospital's medical/surgical units.

Second, to evaluate the impact of the disseminated and implemented strategies from the NDNQI study, as well as identifying particular barriers in improving pain management at the nursing unit level.

References

National Database of Nursing Quality Indicators. Pain Care Quality Study, 2011.

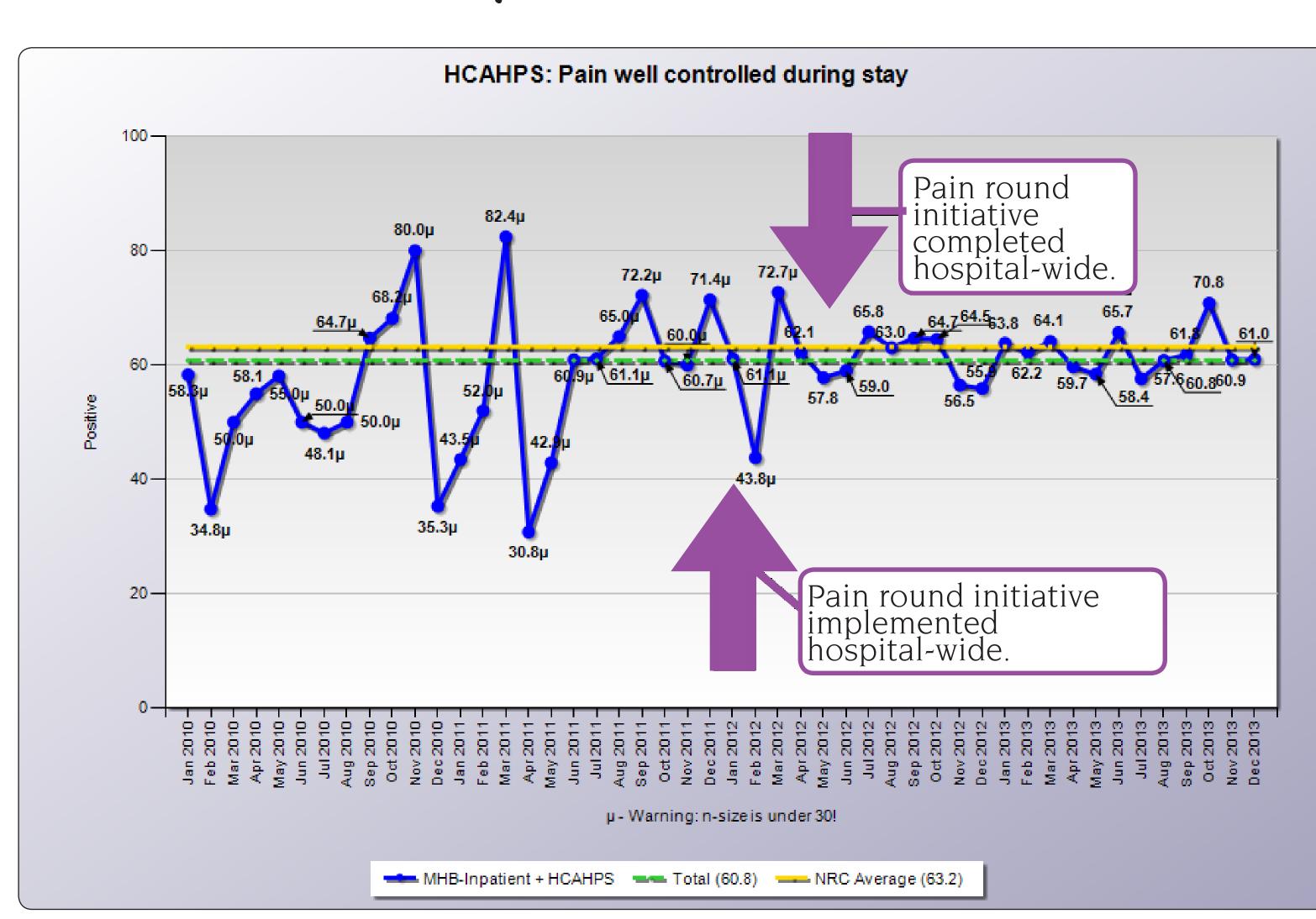
National Research Corporation, 2014.

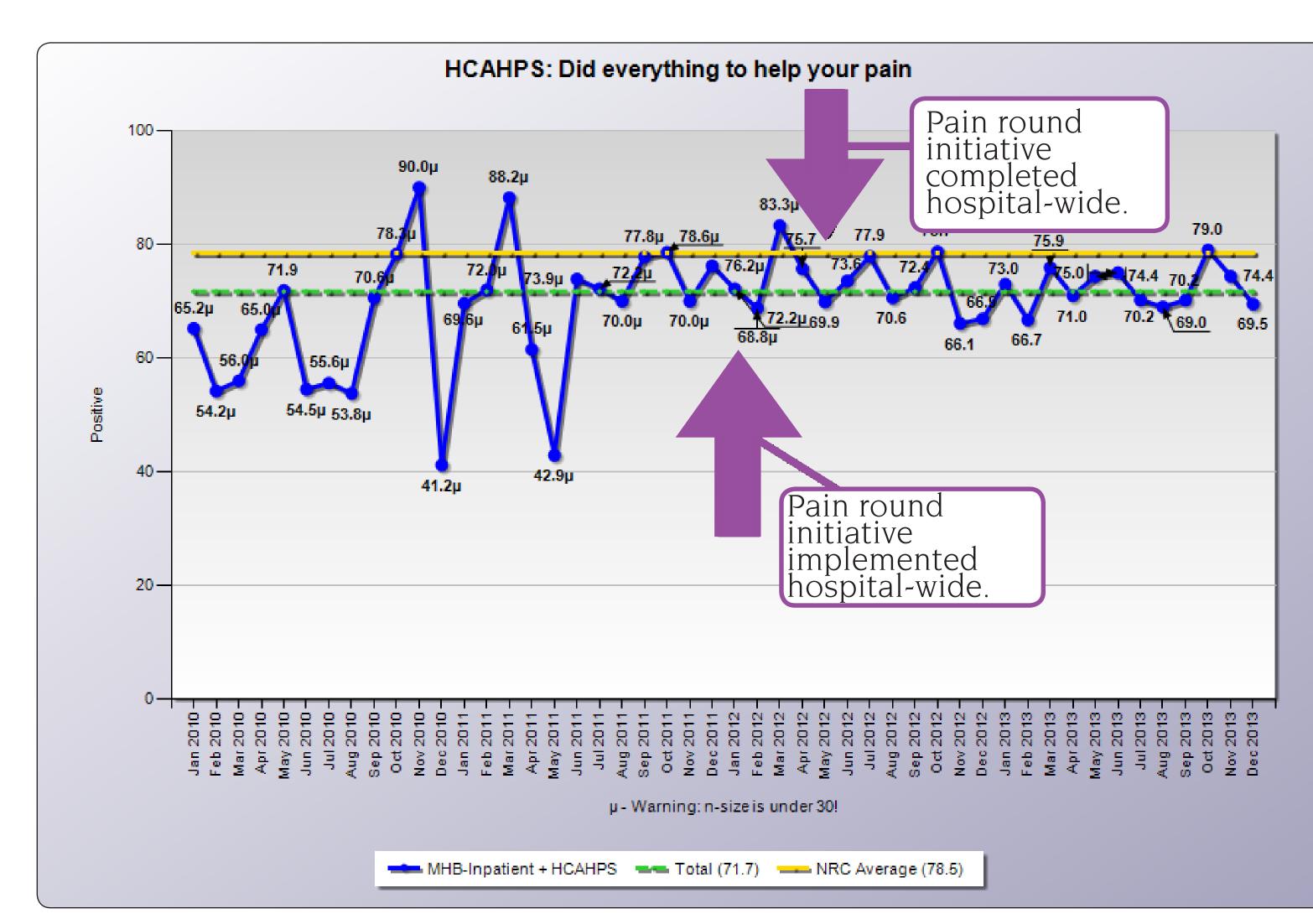
The Joint Commission, Speak UP Brochure. What You Should Know About Pain Management. www.jointcommission.org

Research Design, Samples, and Methods of Analysis

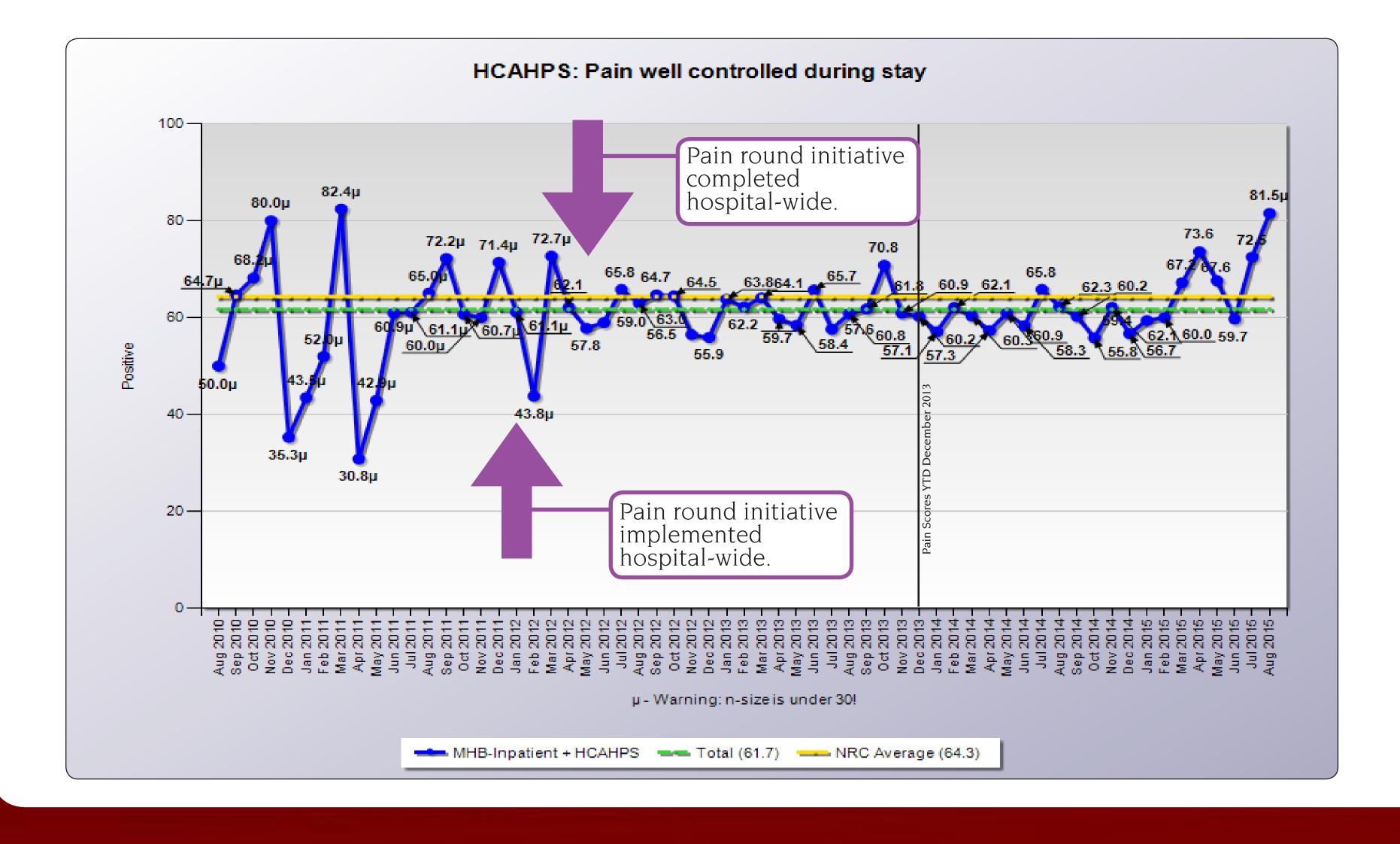
Developed an interdisciplinary team of clinical experts from nursing and pharmacy and generated practical problem solving initiatives. This interdisciplinary team provided:

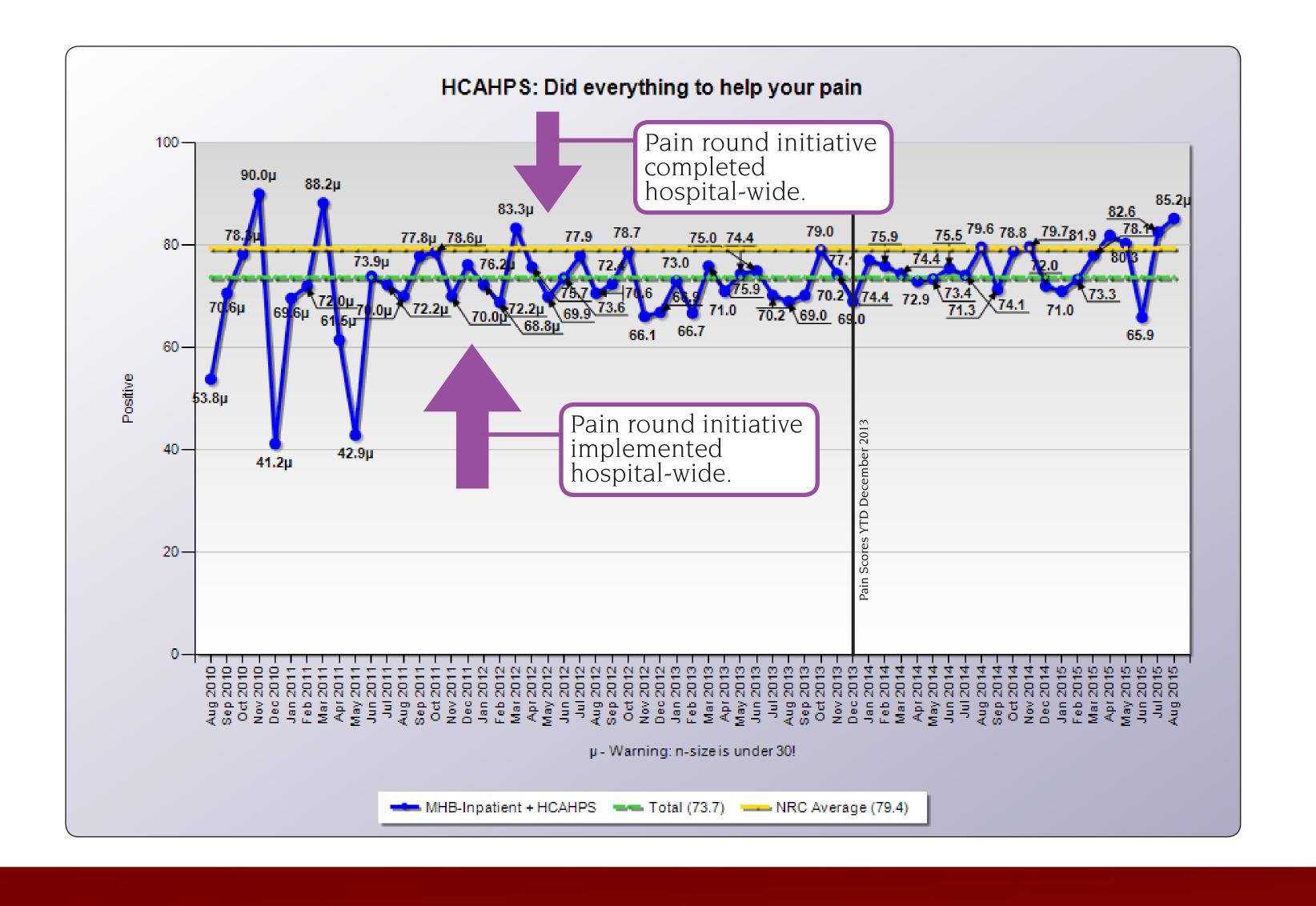
- Education to the staff on pain management
- Distribution of informational packets on pain to patients
- Implementation of daily interdisciplinary team pain rounds on patients.
- The pain rounding team included:
- Clinical Nurse Specialist
- Nurse Manager
- Pharmacist
- Primary RN
- Collaboration with the physician/provider
- Pain rounding initiative implemented January 2012 through May 2012.
- National Resource Corporation Picker patient experience scores related to pain management were used for the analysis of the data.





Continued Improvement of Patient Satisfaction Pain Scores Throughout 3rd Quarter 2015.





Results and Conclusions

The results of this study demonstrated significant improvement in patient satisfaction scores for pain management as a result of a collaborative interdisciplinary team and the implementation of daily pain rounding. This initiative was consequently instituted throughout the Catholic Health acute care facilities which Mercy Hospital is a member.

The bottom two graphs demonstrate the continued improvements in our pain management program and patient satisfaction scores since the onset of the initial implementation of our study.

Implications for Practice

Both Nursing and Pharmacy practices have changed as a result of this evidence based study. The pain management transformation has led to significantly improved patient outcomes, improved pain management methodologies as well as improved patient satisfaction. Increased physician engagement with pharmacy and nursing has led to a team approach in providing effective pain management for the patients.



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