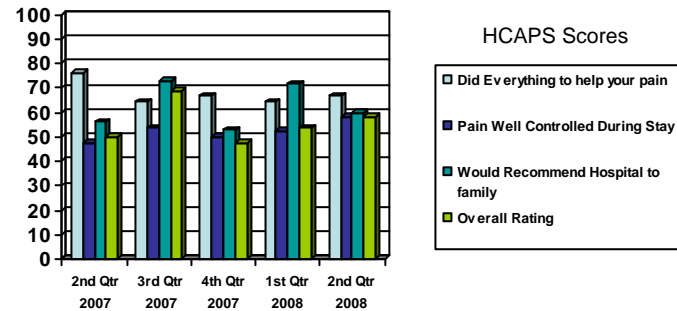


**Pain management
and its impact on patient satisfaction**
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1. OVERVIEW

- a. Significance of Problem
 - i. Pain is a significant problem in the in-patient setting
 - ii. Pain Management education is weak in nursing education
 - iii. Education regarding pain management is significant to contribute to effective pain management

- b. Implementation
 - i. 20 minute In-service for all staff regarding pain management
 - ii. Promotion of increased patient education
 - iii. Increased amount of monthly chart audits to monitor compliance of assessment and re-assessment of patients' pain
 - iv. Promotion of project for staff "Buy-In"
 - v. Celebration events with any accomplishment to keep momentum of project

2. RESULTS

- Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) regarding pain did not improve; actually worsened at first
- HCAPS scores did re-improve after EMR implementation
- Pain re-assessment values improved
- Initial Overall Rating of the hospital and Would Recommend did result in improvement for the 3rd quarter.
- Loss in momentum due to EMR implementation showed in 4th quarter numbers
- Overall, staff showed increased awareness for pain management
- Staff showed an increase interest and concern for HCAPS scores

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