2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Pain Management for better patient experience | | | |
| **Site** | | **Department** | |
| Riyadh | | Medical / Surgical Nursing – C2 Unit | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-22-2017 | | 12-31-2017 |

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| **Problem:** Why the project was needed?  Alleviating patient’s pain is one of the C2 Nurses’ aim in order to create a wonderful Patient Experience.  Looking backward on our HCAHP data regarding pain management, we scored below the benchmark; based on this, a taskforce was created to work on this opportunity for improvement.  Click or tap here to enter text. | **Aims:** What will the project achieve?  The aim of this project to increase patients’ overall satisfaction regarding pain management from 67% to at least 75% by the end of 2017 |
| **Benefits/Impact:** What is the improvement outcome?  *(check all that apply)*  Contained or reduced costs  Improved productivity  Improved work process  Improved cycle time  Increased customer satisfaction  Other (please explain)  Click or tap here to enter text. | **Quality Domain:** Which of the domains of healthcare quality does this project support?  *(Select only one)*  Patient Centred |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Patient Satisfaction regarding Pain Management (%) | At least 75% | |
| **Interventions:** Overview of key steps/work completed   * Handover details include the checking/auditing of the electronic patient’s medication record if due pain medications or other pain interventions were administered., * Patients’ education on the importance of receiving regular doses of pain relief. * Distribution of set of pain cards/pain scales in all patients’ room to be used during hourly rounds to properly assess the patient pain; therefore, intervention could be done appropriately. * Provision of In-service and Journal Club session focusing on Pain Management from Nurses’ perspective. * Placing a poster / a signage in the room, where the patient can easily see and this will serve as reminder to ask for support if they are in pain. * Conducting a pain awareness campaign in C2 units to help the nurses and doctors to reinforce the importance of pain management (pharmacological and non-pharmacological measures) to the patients who will be undergoing surgeries. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)* |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Nella Vera Bukiran | Irish Gale Balagtas  Emi Abd Ghani  Cherry Alonsagay |