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[x]  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% |

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| **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.
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| **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 BalagtasEmi Abd GhaniCherry Alonsagay |