



Strategic Priority: **SP2- KFSH&RC Experience**

Project Name

Enhancing Patient Satisfaction With Pain Management Post Caesarean Sections

Site

Riyadh

Department

Woman health Nursing_A1 & L&D

Project Status

In Progress

Project Start Date

05-01-2018

Project End Date

05-01-2019

Problem: Why the project was needed?

Increasing patient satisfaction is one of the main drive of our organization and pain is part of our patient's journey during delivery.

Our aim is to make this experience as pleasant as we can by introducing different protocol for post C/S pain control.

Aims: What will the project achieve?

Increasing patient satisfaction in A1 and L&D regarding pain management from 68% in 2017 to exceed 70% by October 2018

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

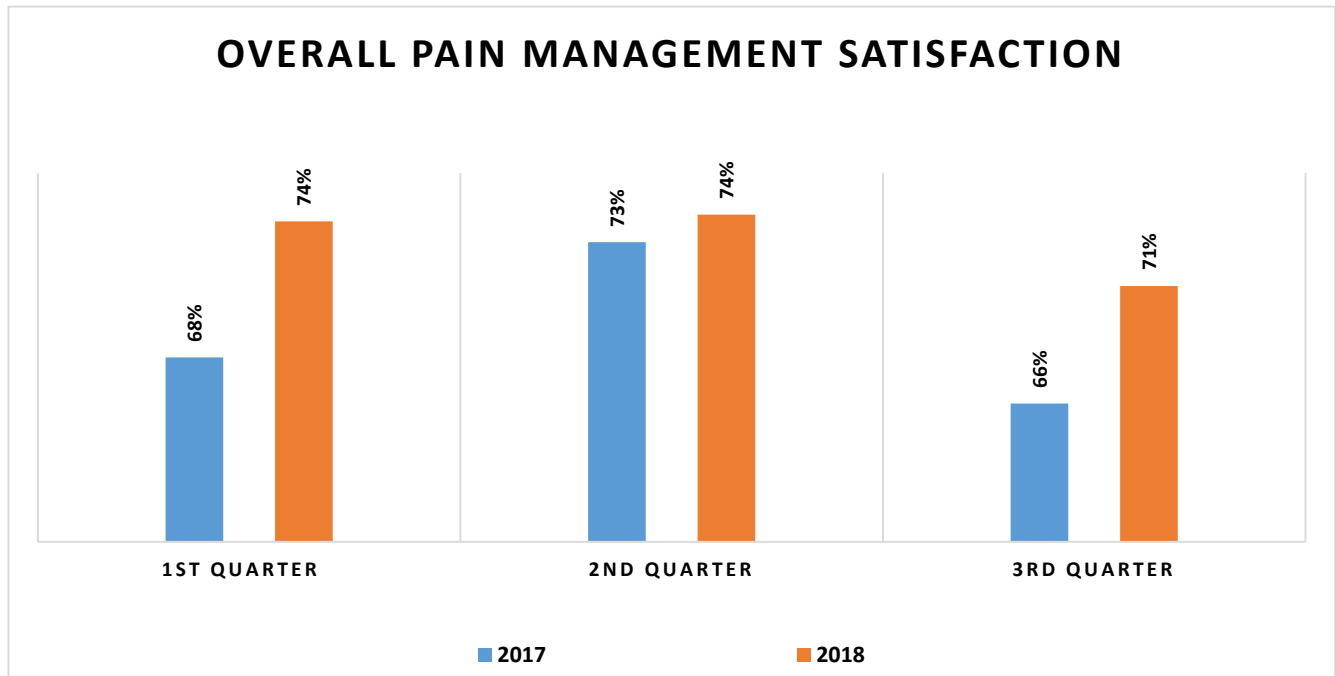
Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Patient satisfaction with regards to pain management	To exceed 70%

Interventions: Overview of key steps/work completed

List of actions that do start with verbs

- Educate staff on pain Management.
- Implement the ERAS protocol on C/S patients.
- Educate patients with regards pain management (education starts from antenatal class until discharge) .
- Implement timed order for pain relief medication.
- Educate patients on ERAS.
- Do hourly rounding by SN and or NCA.
- Educate NCA about pain assessment/ non-pharmacological pain relief.
- Interview patients during leader round /patient relations rounds.
- Conduct huddle once weekly with regards pain management.
- Audit patients records for pain assessment, patient education
- Debriefing with the Dr in collaborative meeting about pain.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project
(insert relevant graphs, data, charts, etc.)



Project Lead

Name

(person accountable for project)

Sara Aldossary

Team Members

Names

(persons involved in project)

Kholoud Al Shammari

Rehana Mohammdi

Khalda Alomtrafi