

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

Project Name

Pain Management In D3-1

Site

Riyadh

Department

Surgical Nursing –D3 1

Project Status

Completed

Project Start Date

05-15-2018

Project End Date

10-25-2018

Problem: Why the project was needed?

King Faisal Specialist Hospital and Research Centre (KFSH&RC) is seeking to improve the patient satisfaction. By improving pain management, patient satisfaction will increase. Therefore, provide an excellent patient experience throughout the patient journey .

Aims: What will the project achieve?

To increase patients' satisfaction in relation to pain management of all patients in D3-1 from 50% to 80% by December 1, 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 Centered

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
% of Patient satisfaction to Pain Management	80%

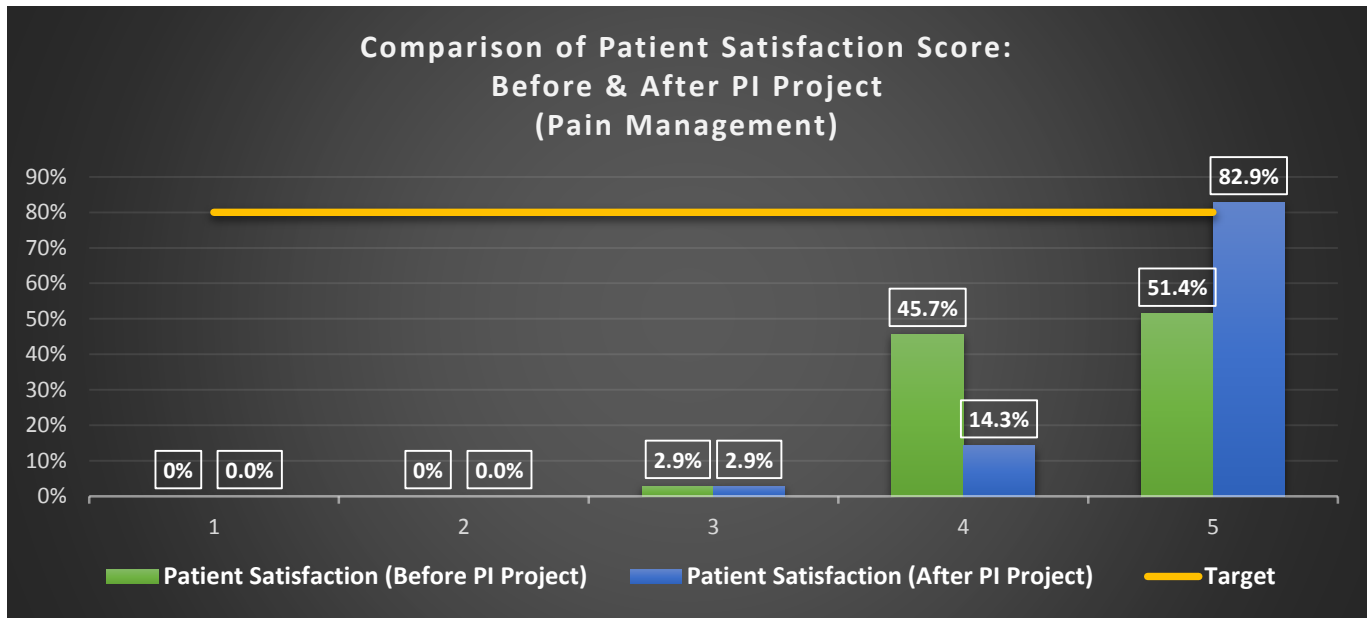
Interventions: Overview of key steps/work completed

- Assess the patient at frequent intervals for any discomfort or change in vital signs.
- Explain pain scale for assessing the level of pain.
- Teach information regarding pain and pain management.
- Provide non pharmacological intervention like comfortable positioning, simple massaging, cold or heat therapies, religious care, distraction activities and relaxation techniques.
- Provide analgesics depends on the type and cause of pain.
- Assess the pain status and modify pain control measures as needed.
- Assess the satisfaction with the pain management regiment.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project

(insert relevant graphs, data, charts, etc.)

- We have conducted a survey to assess the patient satisfaction to pain management. Pre interventional survey started on 6/1/2018 and ends on 7/31/2018. Post interventional survey started on 8/1/2018 and ends on 10/25/2018. We took 70 samples for this survey, 35 samples for pre survey and 35 samples for post survey. This survey shows the patient satisfaction in relation pain management is improved from 51.5% to 82.9%



Satisfaction Score	Pre Interventional Survey		Post Interventional Survey	
	Population Number	Population Percentage-PRE	Population Number	Population Percentage- POST
1	0	0.00%	0	0.00%
2	0	0.00%	0	0.00%
3	1	2.85%	1	2.85%
4	16	45.71%	5	14.28%
5	18	51.42%	28	82.85%

Project Lead

Name

(person accountable for project)

Teena Martin Odathakkal(Sn1)

Team Members

Names

(persons involved in project)

- Richard Flanagan (Head Nurse)
- Teresita Crisostomo (Asst Head Nurse)
- Ibrahim Hasan Mohamma Altiti (Clinical Instructor)
- Theresa Garvey
- Ayswarya Divakaran
- Siji Raju
- Vincy Xavier
- Rhea Sheryl Villasotes
- Veronika Duxova
- Milu Mary Jose
- Michael Donne
- Myuri Hansjee
- Tricia Tamayo