



Project Name

Pain Management for better patient experience

Site

Riyadh

Department

Medical / Surgical Nursing – C2 Unit

Project Status

Completed

Project Start Date

01-22-2017

Project End Date

12-31-2017

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.

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.

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

Quality Domain: Which of the domains of healthcare quality does this project support?
(Select only one)

Patient Centred

Measures: Performance metrics to be evaluated

Patient Satisfaction regarding Pain Management (%)

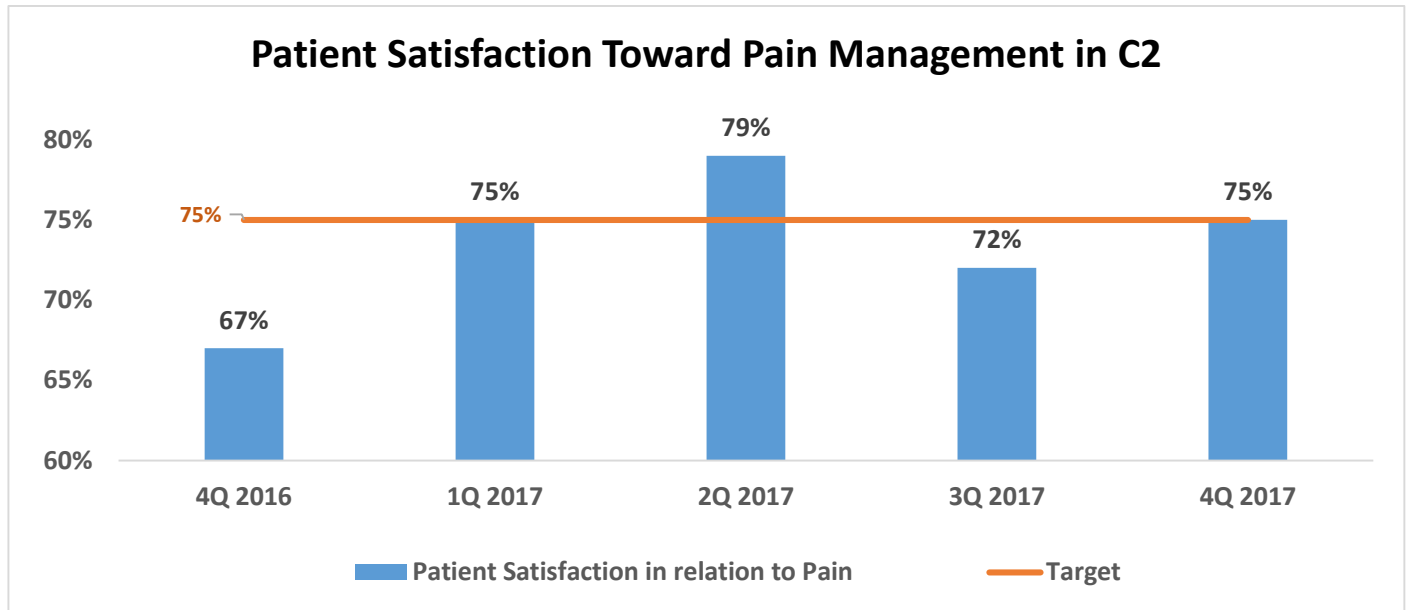
Targets: Expected outcomes

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.)



Project Lead

Name

(person accountable for project)

Nella Vera Bukiran

Team Members

Names

(persons involved in project)

Irish Gale Balagtas
Emi Abd Ghani
Cherry Alonsagay