



**Project Name**

Improving Press Ganey Results of Pain Management.

**Site**

Jeddah

**Department**

5 South Medical

**Project Status**

Completed

**Project Start Date**

03-01-2018

**Project End Date**

10-31-2018

**Problem:** Why the project was needed?

Improve patient satisfaction of Pain Management. 5 South scored below the US National Average benchmark of 2017 HCAHPS Survey of 71%.

**Aims:** What will the project achieve?

To improve the Press Ganey Survey results of pain management from 68 to 71 to meet the US National Average (71%).

**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.

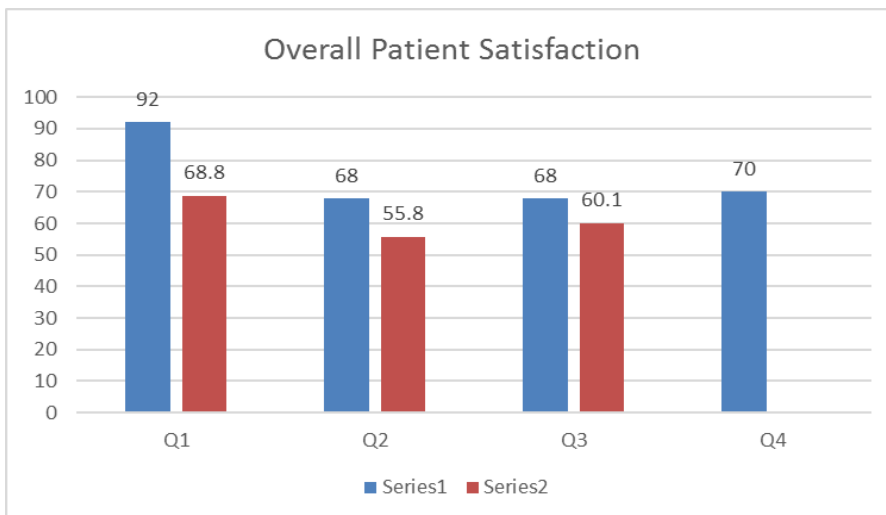
**Quality Domain:** Which of the domains of healthcare quality does this project support?  
(Select only one)

**Patient Centred**

**Interventions:** Overview of key steps/work completed

- Staff education & awareness of the pain management project has been conducted by Pain Management Service.
- Designing a pain management material and pain scale cards attached to Dynamaps machines.
- Patient & family education was implemented through:
  - Introduce the pain management material to them.
  - Orient patients to the use of pain scale.
- Conduct pre & post project pain survey to assess & analyze result.

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



2017

2018

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**Project Lead****Name**

*(person accountable for project)*

Amani Alsayed

**Team Members****Names**

*(persons involved in project)*

Hadeel Ghurab (QM Facilitator)

Alanoud Abualsaud

Susan Austin

May Marcelo

Arthur Reentegrado

Akmal Muner

April Mangdap

Dr.Wejdani

Dr.Noha

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