What a Pain!

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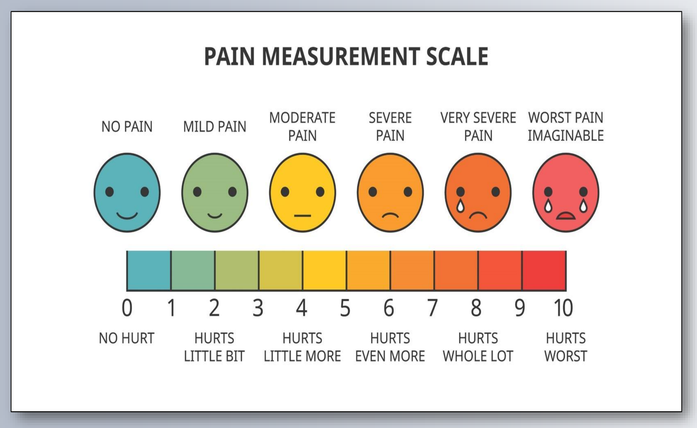
INTRODUCTION

The New Joint Commission Pain Standards took effect January 1st, 2019. The new and revised pain assessment are designed to improve safety and quality of care to the patient who present with pain.

UPMC Hamot has a policy for Emergency Department (ED) assessment and reassessment of pain that is based on the Joint Commissions requirements for pain assessment and reassessment.



PURPOSE

The purpose of this quality improvement project is to improve the initial assessment of pain and reassessment of pain within 30 minutes for IV pain medication and 60 minutes after oral / IM pain medication. The inadequate management of pain in the ED remains a significant problem resulting in decreased patient satisfaction and poor patient outcomes. The ED needs to demonstrate improvement with Press Ganey scores.

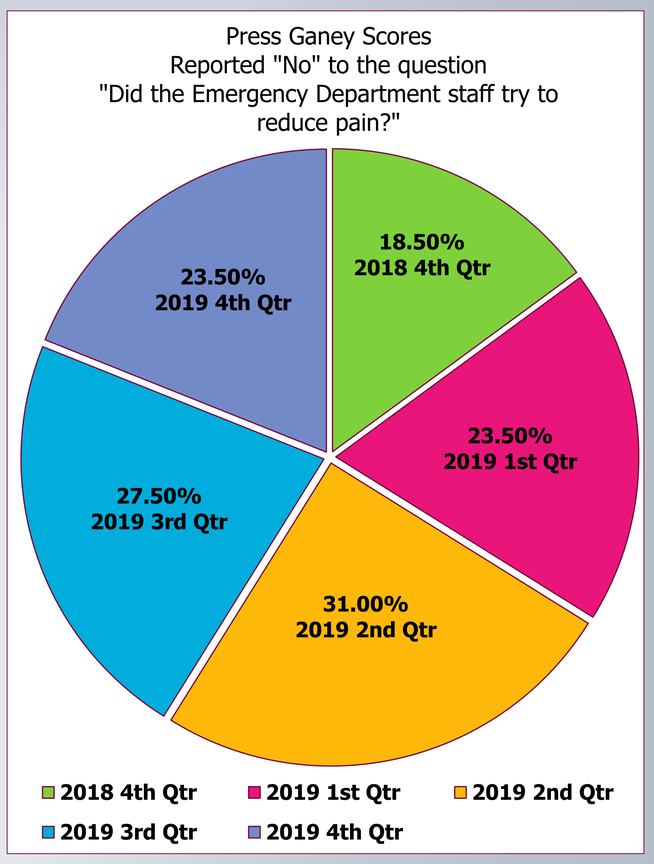
METHODS

- A baseline retrospective chart review was conducted on a monthly basis.
- Education was provided to staff in the form of huddles, e-mails, unit conference, power point presentation and real time meeting with nurses for non-compliance.
- Attend Bi-monthly Pain Resource Nurse Committee and relay pertinent information to staff.
- Monitor Press Ganey Scores for the ED.
- Follow up chart reviews to evaluate the impact of educational offerings related to pain assessment and reassessment.

RESULTS

Retrospective chart audits from October through December 2018 demonstrated an average score of 55% compliance for the documentation standards for pain. The first quarter of 2019 revealed a 40% compliance. The second quarter of audits average was 60 % compliance. The third quarter revealed an average score of 53% compliance and the fourth quarter was at 47% compliance.

Press Ganey Results for fourth quarter 2018 revealed an average score of 18.5% reported "No" to the question, "Did ED staff try to reduce pain?" Press Ganey scores for 2019, to the same question, "Did ED staff try to reduce pain?" First quarter results 23.5%, second quarter 31%, third quarter 27.5% and fourth quarter 23.5%.



CONCLUSION

The initial data collection and educational offerings demonstrated no improvement. It is apparent that additional education and data collection is required to reach our goal of Joint Commission compliance for patient safety and improvement in patient outcomes.

REFERENCE

New Joint Commission Patient Standards Take Effect January 1, 2019 (2018). Accessed February 20, 2020. Retrieved from http://www.ciproms.com

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