

Engaging Patients to Partner With Nurses for Pain Management Through Interactive Patient Care Technology

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Carilion Roanoke Memorial Hospital

One of the largest hospitals in the state, Carilion Roanoke Memorial Hospital (CRMH) is a 703-bed hospital with an additional 60-bed Neonatal Intensive Care Unit. Now in its second century of providing premiere healthcare services, CRMH also features a Level I trauma center. A Magnet designated facility, CRMH employs over 1000 nurses in acute and ambulatory settings with over 400,000 admissions and visits annually.



Old image of hospital

Project Scope:

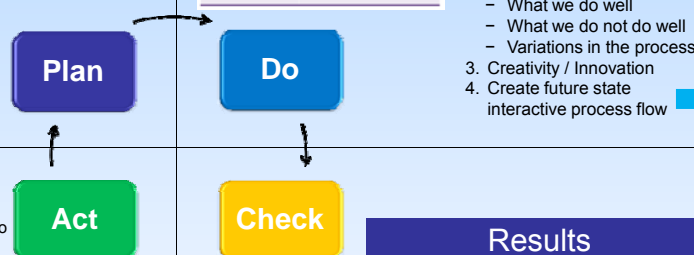
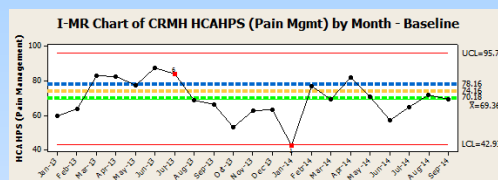
Learn how the process of involving nurses in designing and implementing technology-facilitated interactive patient care (IPC) enhances the patient experience and the nurses' practice. Examine one example of the effective use of IPC technology to engage patients, family, and caregivers in pain management.

Project Plan:

Combine the Pain Council's work of Pain scripting with the GetWellNetwork methodology of Clinical Practice Design (CPD) to engage patients in their pain management and improve the HCAHPS metric.

Background & Significance

Studies have shown patient satisfaction is an effective indicator of pain management¹. Patients stress the importance of personal interactions especially the responsiveness and empathy of clinicians². Educational initiatives should focus on the influence of patient's expectations regarding pain relief³. In 2013 the pain council initiated pain scripting for the bedside nurse based on the HCAHPS pain management questions.



Methods

The CRMH Pain Council (comprising of 107 staff) has implemented two interventions designed at improving HCAHPS for pain management: 1 – Scripting three planned, pain management, patient interactions per shift. 2 – Using GetWellNetwork's Clinical Practice Design⁴ methodology, they developed a process to engage patients in pain management and then invite them to partner with us.

SCRIPTING Requirements

1. Clear message about controlling pain during patient stay
2. Appropriate language level
3. Frequency & consistency of message – 3 times per day

Clinical Practice Design⁴

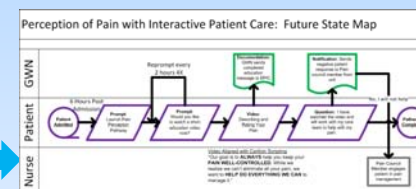
PROCESS ELEMENTS	RESULTING IMPACT
IPC VISION AND STRATEGY	Develop clarity and content around the purpose and intent of your IPC strategy to generate improved understanding and adoption
OUTCOMES PRIORITY FOCUS AREAS	Align the design and development of IPC as a care delivery model around priority performance improvement goals
PATIENT CARE PATHWAY DESIGN	Establish a multi-disciplinary team of front line staff to evaluate current practice and design new workflow to support the IPC vision and strategy and improve care process quality and consistency
CONFIGURATION TOOLS	Configure GetWellNetwork's Patient Pathways to support and enable the newly designed workflow

- Pain Management
- HCAHPS Pain Management
- Patient Care Pathway Design
 1. Define current process
 2. Define
 - What we do well
 - What we do not do well
 - Variations in the process
 3. Creativity / Innovation
 4. Create future state interactive process flow



Configuration Tools

The team at GetWellNetwork supported the development of a technology driven, interactive patient care pathway to support patient education and understanding about pain management in the hospital..

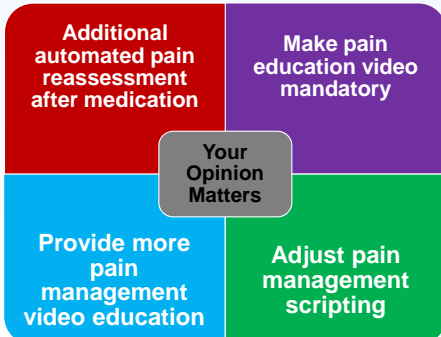


Conclusion

The interventions that were put in place are important aspects of the care our team provides, but they did not yield the desired outcome. Therefore, we are planning to continue the cycle of Plan-Do-Check-Act and use the method again to design improved patient experience around pain management in the hospital.

Will you Help Us with Round 2?

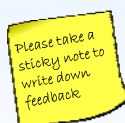
Based on your experience and knowledge, where should our Pain Council focus next? Place a pin in the square of your choice.



"Our goal is to **ALWAYS** help you keep your PAIN WELL-CONTROLLED. While we realize we can't eliminate all your pain, we want to **HELP DO EVERYTHING WE CAN** to manage it."

From your experience, please give your advice on the importance of scripting the pain message and/or provide suggested modifications to the one above.

Place completed sticky note here!



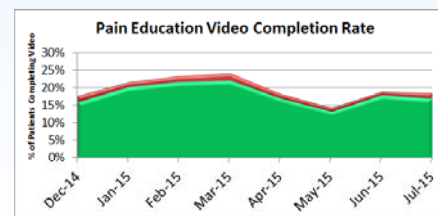
References

1. Chou, P.L. & Lin, C.C. (2011). A pain education programme to improve patient satisfaction with cancer pain management: a randomised control trial. *Journal of Clinical Nursing*, 20, 1858-1869.
2. DuPree, E., Martin, L., Anderson, R., Kathuria, N., Reich, D., Porter, C., & Chassin, M. (2009). Improving patient satisfaction with pain management using six sigma tools. *Joint Commission on Accreditation of Healthcare Organizations*, 35(7), 343-350.
3. Naveh, P., Leshem, R., Dror, Y.F., & Musgrave, C.F. (2011). Pain severity, satisfaction with pain management, and patient-related barriers to pain management in patients with cancer in Israel. *Oncology Nursing Forum*, 38(4), 306-313.
4. GetWellNetwork, Inc. GetWellNetwork Clinical Practice Design, <http://www.getwellnetwork.com/clinical-practice-design>, Accessed August 6, 2015.

Results

All negative responses to the pain education partnership question are sent by email notification to the Pain Council nurse of the patient's unit. Of the 20% of patients who completed the Pain Management education video, 93% of the patients agreed to partner with us to help them manage their pain.

The notification provided the opportunity to follow up with patients who did not agree to help manage their pain.



The graph above shows the percentage of the total hospital census who have watched the pain management video using IPC technology. In **RED** are those who selected not to help manage their pain and **GREEN** are those who agreed to help manage their pain while in the hospital.

Correlation Analysis:

The unit HCAHPS were not significantly correlated to the % of patients on each unit that participated with the interactive patient care pain pathway ($R^2 = 0.0$; $p = 0.815$).

Based on the results, process improvements include:

- Identifying barriers to patient engagement
- Adding IPC key metric to FY 2016 Nursing Unit goals
- Implementing an IPC steering committee to drive the strategy

Patient Feedback

"I would like to send my gratitude to the entire staff of 11 west for the care they provided me during my hospital stay. Each staff member that I came into contact with were responsive to my needs and did so with a professional and caring attitude. When I had pain, the staff responded quickly to minimize any worsening symptoms. Thank you very much for making a difficult time easier!"