Improving Patient Satisfaction with Hospital Pain Management: Developing an SHM Implementation Toolkit

February 2015
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Project Aims

1. Develop and refine a protocol to improve the safety and effectiveness of hospital pain management
   – UCI + UCSF
   – June 2013 – June 2014

2. Disseminate a SHM Implementation Toolkit to assist hospitals in improving pain management
Key Goals

- Identify patients who are at risk for misuse or abuse of opioid analgesics at admission
- Timely titration of opioids and other analgesics
- Timely transition to a discharge regimen
- Ensure safe transition to outpatient management
- Balance support & flexibility for attendings
Target Patients & Outcomes

• Hospital Medicine patients
• Pain score of 6 or greater
• 50% reduction in pain by hospital day 3
• **HCAHPS pain management items** *
• Hospital LOS, ER visits & readmissions

*have focused on satisfaction with pain management, because hard to decrease pain scores for many medicine patients
Key Results

• Before compared to after the project, we did not observe a significant change in the pain scores, hospital length of stay, 7-day post-discharge ER visits, or 30-day hospital readmissions.

• Patients indicated that their satisfaction with pain management could be improved by improved communication with hospital staff and care coordination.
Significance & Implications

• **Significance**: This experience guided the development of the implementation toolkit, which can be used by other hospitals to improve pain management.

• **Implications**: Coordinated efforts, including communication, medical & nonpharmacological management, are likely needed to improve satisfaction with pain management in the hospital.