Nurse Pain Champions: Changing an Organizational Culture Related to Pain Management
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Problem:
In 2009, data from patient surveys, comments from The Joint Commission, and data from an open medical record review indicated that patient pain management and practices related to nursing assessment and documentation of pain needed to be improved.

Evidence:
In reviewing the interdisciplinary literature and position statements by professional organizations, evidence was available from all levels to indicate the importance of the patient’s self report of pain, comprehensive assessment of pain, and nursing and physician leadership to promote best practices.

Strategy:
The interdisciplinary pain committee compared current data to appraisal of the evidence, and determined that the organizational goals were not met and that the hospital did not compare favorably to benchmark organizations in terms of pain management. It was clear that dissemination of best practices and a change in organizational culture related to patient pain management was needed.

Practice Change:
The Nurse Pain Champion Program was created with representatives from each clinical unit. The goal of the program is to educate direct care nurses, change the culture of the organization related to pain management, and to utilize evidenced based practices related to pain management. Meetings include lectures, case studies, and discussion related to pain management. The position statement of The American Society for Pain Management Nursing regarding management of pain in patients with acute presentations was adopted by the group and recommended to nursing leadership for adoption throughout the organization. The Evidence Based Practice Committee combined forces with the Nurse Pain Champions for 2011 in order to lend support to the initiatives.

Evaluation:
Patient satisfaction surveys. Survey to assess nurse’s knowledge and practice.

Results:
Patient satisfaction scores and nurse knowledge scores have improved.

Recommendations:
Use of Nurse Pain Champions are a valuable asset to changing organizational culture.

Lessons Learned:
Focusing the efforts of individuals with diverse and complimentary expertise has created momentum to successfully change the culture of the organization related to pain management.

Bibliography:
