Welcome to the Theater: Using Education and Nurse Feedback to Improve Pain Control
Jeannette M. Meyer, RN, MSN, CCRN, CCNS, PCCN, ACHPN
Santa Monica UCLA Medical Center & Orthopedic Hospital
Patricia Sheehan, Sangyoung Yu-Choi, Patricia Jakel, Neal Ketchum, Lisa Frost

Problem: A 36 bed intermediate care unit in a 225 bed community hospital associated with an academic medical center was reporting less than desired pain management in their patient population.

Evidence: Appropriate pain management has been correlated with patient satisfaction1 as well as improved patient outcomes or peaceful death.2,3,4 Utilizing a reliable and validated patient satisfaction survey can help to identify challenges in pain management.1,3 When these results are used as a foundation for an education plan, creative teaching methods such as role plan can improve staff retention and response.5,6

Strategy: The American Pain Society Patient Outcome Questionnaire (APS-POQ-R) was administered to all alert patients on the Intermediate Care unit for a two-week period. The results were used to create an education plan that included role play, guided imagery, interactive lecture and discussion. This education was given to all nurses on the unit, after which their feedback was solicited. This feedback included a discussion of nurse-perceived barriers to pain management.

Practice Change: Prior to the survey and educational effort there was a lack of consistency in pain management on the unit. Nurses were guided by their own training and beliefs pertaining to pain management and there were wide variations in the pain management provided.

Evaluation: Nurses were surprised to learn the results of the survey, and a great majority felt that the creative educational methods utilized contributed to their knowledge and understanding of pain management. In addition, the nurses identified other barriers to the management of pain, including physician knowledge and mechanical barriers (ex. Pyxis refilling/access).

Results: Pending: the team is waiting for the next patient satisfaction surveys to assess the results of the education.

Recommendations/ Lessons Learned:
- Direct patient feedback is an effective method of identifying deficits in pain management.
- Creative and interactive teaching strategies can improve staff learning and should be utilized in educational projects.
- Nurses should be given an opportunity to identify barriers outside of knowledge deficit to pain management.
Bibliography: