



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.