



Singapore Healthcare Management 2017

Quality Improvement Strategies to Enhance Patient Education on Pain



National Heart Centre Singapore
SingHealth

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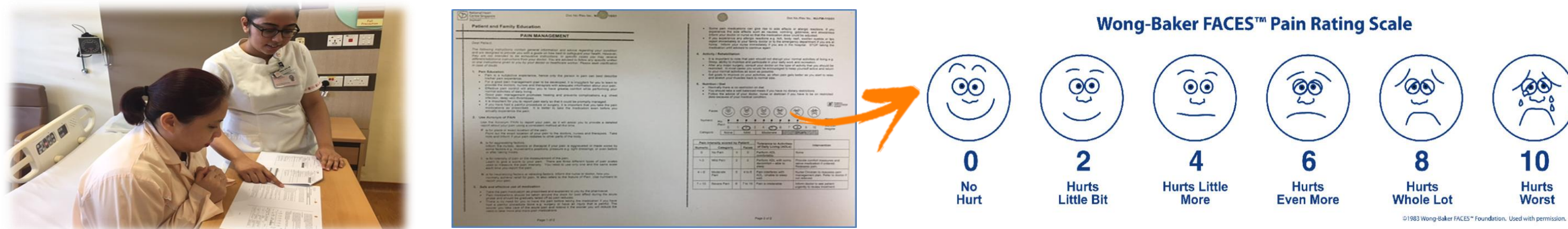
Members: Anuradha, Dahliana, Zainab, Jayarani, Mary Jane, Hamizah, Rokiah.

INTRODUCTION

Pain is the 5th mandatory vital sign to be monitored and documented for all patients during hospitalization. It is an expected symptom following procedures and surgeries. Proper pain management is imperative for overall patient recovery and rehabilitation. The project aims to augment a standardised pain education method for patients so as to facilitate better understanding of pain and enable accurate reporting of pain and appropriate pain management.

BACKGROUND

Traditionally, nurses explained pain education through pamphlets at the bedside via 1-to-1 teaching. It will take up to 25 minutes to complete the whole process



Nurse conducting 1-to-1 teaching via pamphlets

Challenges of 1-to-1 Pain Education

Despite the pain education, patient still had problem understanding and verbalizing their post-operative pain due to:

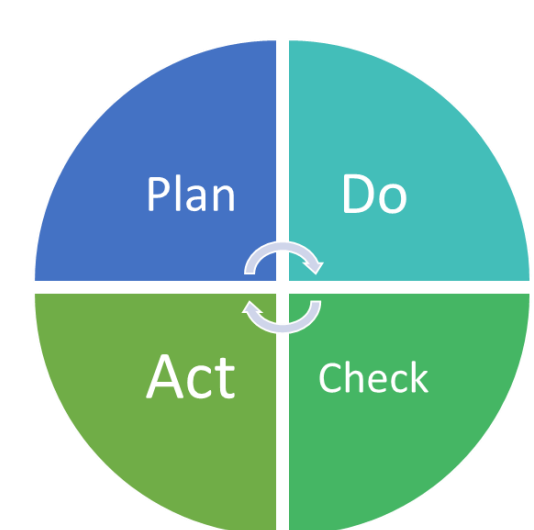
- Pamphlets is too wordy leading to information overload
- Lack of visual aids in the pain education
- Language barrier between nurse and patient

A survey conducted on the patients revealed:

- 90% needed repeated pain education
- 70% feedback that the pamphlets is too wordy
- Only 30% could report pain independently
- Only 30% patient would read the pamphlets

Project Target: To implement an effective pain education protocol and reduce time taken to educate one patient from 25minutes to 10 minutes

METHODOLOGY



We aligned our project to the Plan-Do-Check-Act (PDCA) cycle to guide to us in the structured improvement process. A cross-functional team comprising members from Cardiovascular Medicine (CVM), Cardiothoracic Surgery (CTS), Nursing Specialty Care Unit (NSCU) and Nursing Development Unit (NDU) was formed with the direction from the NHCS Nursing Education & Professional Development Council (NEPDC).

THE SOLUTIONS



Screen pain education video via computer on wheels

Spin Offs

Developed an in-house video on "Understanding about Pain" for cardiac patients as a standard platform for education	Content in the pamphlets is synchronized with the video
Pain education content has more pictorial and animation to aid understanding	Video is comprehensive and helps patient/ family members shorten time spent on reading the pamphlet

IMPACT & SUSTAINABILITY

- ❖ Spreading the initiative with other discipline in NHCS
- ❖ Sharing with other healthcare institutions
- ❖ Develop pain education video in different language to cater to the different ethnic groups.

ACKNOWLEDGEMENT

- ❖ Ms Ho Ai Lian, Chief Nurse
- ❖ Ms Foo Lee Lian, Acting Assistant Director, Nursing
- ❖ Ms Lay Sock Yee & Ms Jacqueline Huo, Quality Management

CONCLUSION

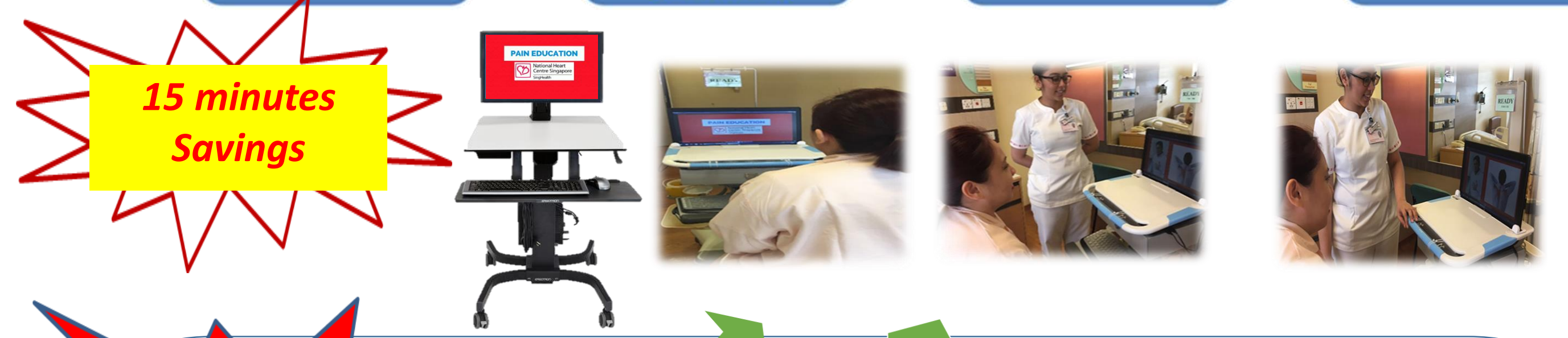
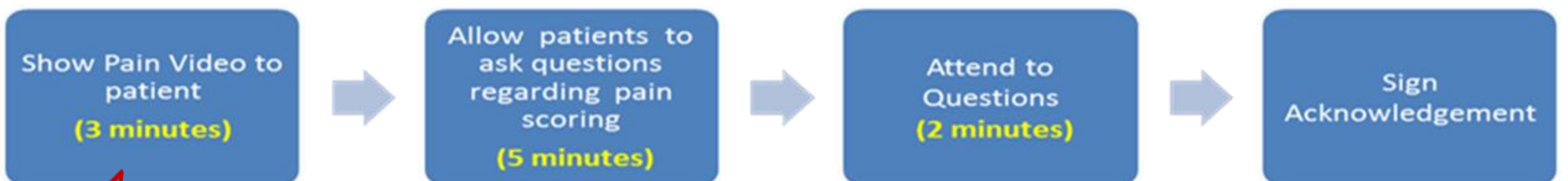
NHCS aims to be the centre of excellence in cardiac care by providing safe and quality healthcare. As a result of standardised pain education, patients are able to use standardised pain reporting tools and effectively communicate with their healthcare providers e.g. Allied health staff involved in their care.

RESULTS

Before Implementation...



After Implementation...



Achievements

- Manpower avoidance of 2286 hours, \$91,440 savings per annum
- Time taken for pain Education Reduced 15 min
- Effectiveness of pain Education Improved 72%
- Patients score pain accurately & promptly

Aligned with JCI – International Patient Safety Goal 2 : Improve Effective Communication

BENEFITS

- Pain video is available anytime in the NHCS intranet
- Video pictorials is tailored for cardiac patients
- Patient can relate pain with ease with pictorial animation
- Level of pain illustrated in detail
- Level of pain is associated with daily activities
- Patient is well informed to report pain for timely care & interventions

