

TO ENSURE ALL POST-OPERATIVE PATIENTS HAVE ADEQUATE ANALGESICS DURING THEIR HOSPITAL STAY

Rashid, R.; Hoon, S.J.; Paul, C.S.; Sinnappan, R.; Alfaro, P.D.; Siva, U.M.L.; Xue, D.
KK Women's & Children's Hospital.

BACKGROUND

KK Women's and Children's Hospital is committed to lead in excellent, holistic and compassionate care for Women and Children. Precise and systematic history taking and pain assessment is required to make the correct diagnosis and determine the most efficacious treatment plan.

Patient are admitted from various department such as Specialist Outpatient Clinic (SOC), Obstetric & Gynecology Twenty-Four Hour Clinic (O&G 24Hr Clinic), Day Surgery and Major Operating Theatre for different complaints and diagnosis.

Pain is a common problem in patients during the post-operative period. It is important that adequate analgesics are prescribed to help patients to tide over this difficult period. In KKH, pain assessment is done using the numeric pain rating scale. Patient's self report of pain is the single most reliable indicator of pain.

During office hours, patients' pain management is attended to promptly as each unit has a House officer or Medical officer on duty covering the wards.

It was noted that interval from the time of complaint of pain to the analgesics being served is longer than can be tolerated after office hour. In addition there is also feedback from the junior doctors that the number of calls received from the wards to order analgesics after office hour is far too many. Nurses expressed that too much time is spent in contacting doctors which could be used for patient care.

AIM

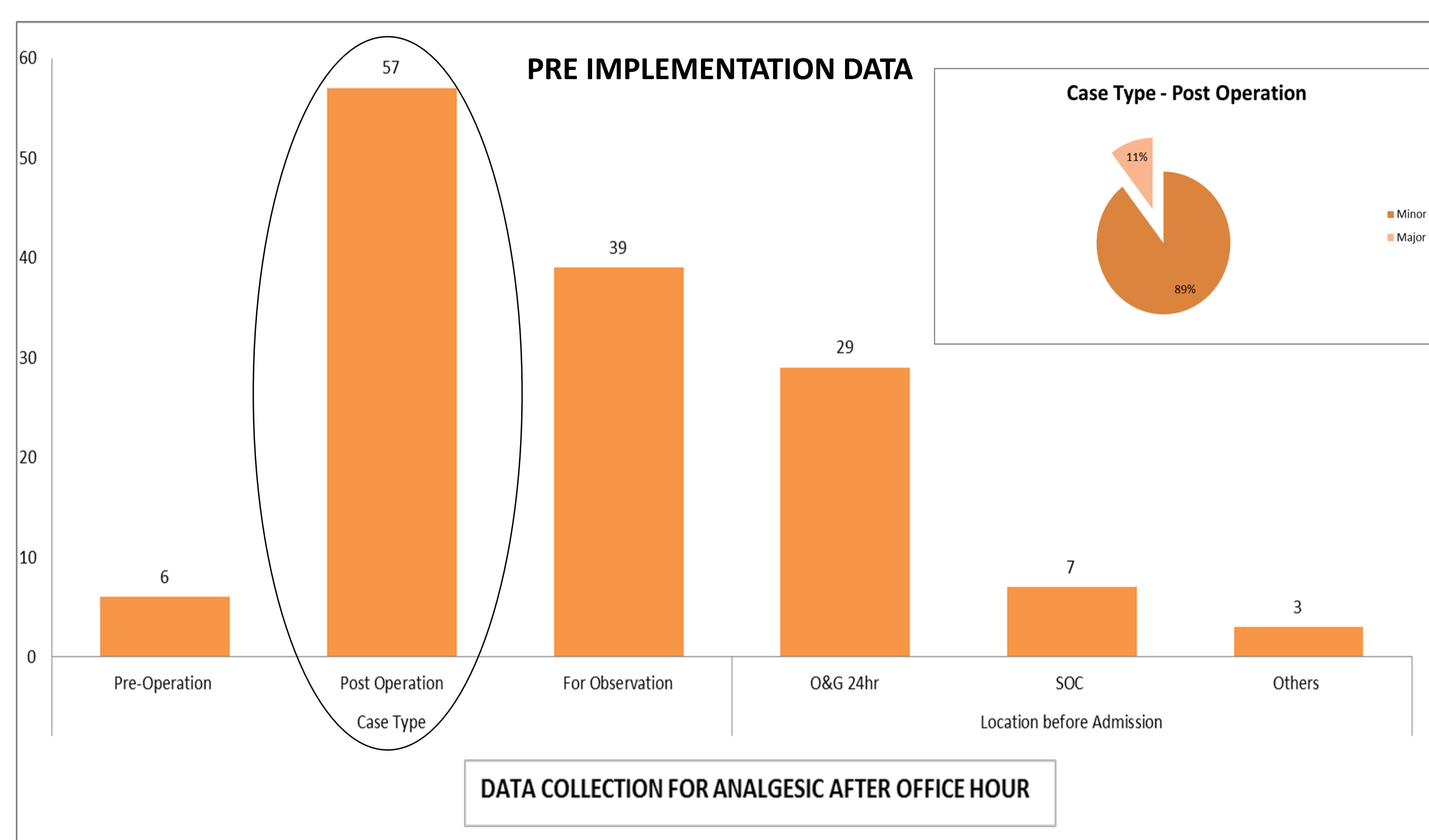
The aim of this project;

1. To improve the prescription and administration process of analgesics after office hour.
2. To enhance patient satisfaction level for addressing pain as the 5th vital sign
3. To reduce long waiting time for prescription of analgesia order by the doctor in Closed Loop Medication Management Systems (CLMM).
4. To improve nurses and doctor relationship and timely administration of analgesics for patients.

METHODOLOGY

Data was collected for two month (September and October 2016) from the four gynecological wards. A total of one hundred and two patients - all new gynecology admission cases from the various departments (operating theatre (OT), obstetrics and gynecology 24hr clinic and specialist outpatient clinic) were analyzed. Criteria for data collection were patient that required ordering of analgesic in (CLMM) after office hours inclusive of weekends and public holiday.

FINDINGS



Review of data showed that highest number of inpatients requiring analgesics were post operative cases as shown in the graph above. Minor surgery category has the highest percentage that required analgesia prescription. We communicated to various department On the new workflow of managing patient pain post operatively

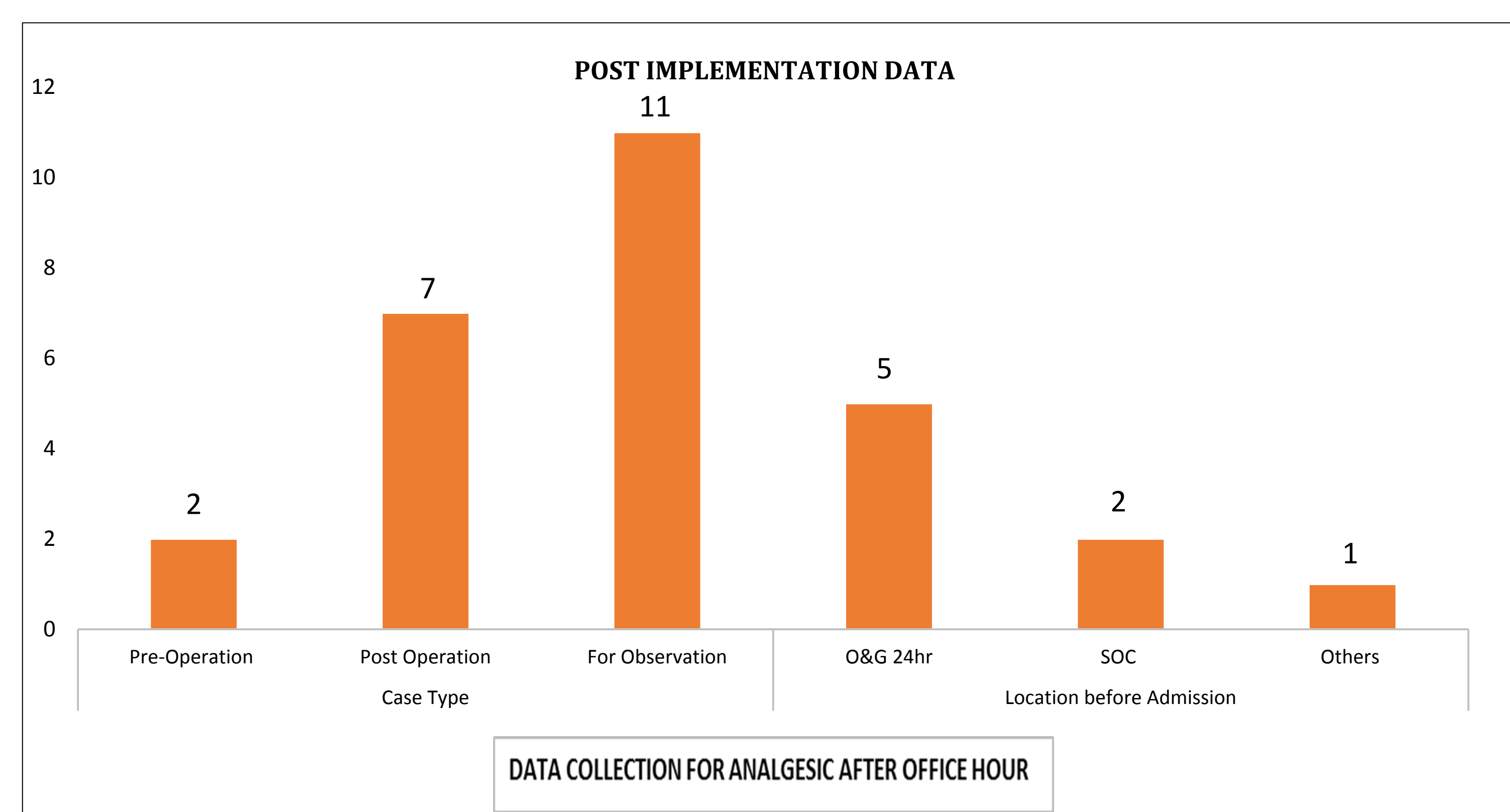
IMPLEMENTATION

We communicated to various department on the new workflow of managing patient pain post operatively as shown in the table below.

Operating Theatre	<ul style="list-style-type: none"> - Ensure all patients with pain score > 3 to be given analgesic - Monitor patient pain score before transferring to the ward
O & G 24hr Clinic	<ul style="list-style-type: none"> - Analgesic is administered for pain score > 4. - Review patient and ensure patient's comfort while waiting for admission. - Ensure doctor document analgesic in the continuation sheet
Doctor	<ul style="list-style-type: none"> - Briefed during orientation to review patients' with complaints of pain timely
Ward Nurses	<ul style="list-style-type: none"> - To inform doctors of the analgesic available as ward stock. - Allow doctor to order alternative medication to tide off during the period for pain management

RESULT

Patient have standby analgesia ordered during admission and doctor will review the need of medication the next day. Current data showed that the number of analgesic ordered after office hour have decreased as shown in the diagram below.



CONCLUSION

The new process implemented for post-operative pain management patients would increase patient's satisfaction rates for "Managing my pain"; with patients expressing timely response, shorter waiting time and prompt management of pain. On-going monitoring of patient satisfaction level of pain management is tracked.