



SE1EO – Professional Development

Two examples are required (one example must be from ambulatory care setting, if applicable):

SE1EO: Provide two examples, with supporting evidence, of an improved patient outcome associated with the participation of clinical nurse(s) serving as a member(s) of an organization-level interprofessional decision-making group.

- *Patient outcome data must be submitted in the form of a graph with a data table.*

Example SE1EOa: Improving Post-operative Surgical Patients' Experience of Pain

Problem

Post-operative pain management is a concern for patients undergoing surgery and represents an important component in the patients' perception of their care as a quality outcome measure. Within KFSHRC-J, the December 2020 monthly score on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAPS) patient experience survey relating to patients' perception of staff talking about pain treatment was unsatisfactory. Specifically, the question asking whether "Staff talk about pain treatment" was 69.05% for the Surgical unit, which was below the expected organization's established target of 75%.

The result was discussed by the interprofessional members of the organization-wide Surgical Services Committee and the Pain Management Team.

Goal Statement

Improve Press Ganey percentage scores for the HCAPS patient experience question: "Do staff talk about pain treatment?" in the surgical unit at KFSHRC-J from 69.05% in December 2020 to 78% by November 2021.

Participants

Table SE1EO.1 below provides the list of members for the Performance Improvement Project (PI) from the organization-wide Surgical Services Committee and the Pain Management Team.

Table SE1EO.1: Participants Involved in the PI Project

Name & Credentials	Position Title	Department
Supriya Anil, Dip.N RN, RM	Clinical Specialist, Clinical Nurse, Project Leader	Pain Management, Recovery Room
Wael Hassan Rezk, M.D.	Assistant Consultant	Anesthesiology
Nada Omesh, MSN RN	Clinical Specialist, Clinical Nurse	Pain Management Recovery Room
Aisha AlBar, MSN RN, PGEC	Nurse Clinician	Recovery Room
Anila Kurien, BSN RN	Staff Nurse 1(SN1), Clinical Nurse	Recovery Room
Fe Avangelista, BSN RN	SN1, Clinical Nurse	Recovery Room
Nouran Alsamman, BSN RN	SN1, Clinical Nurse	Recovery Room
Mary Jumaquio, BSN RN	SN1, Clinical Nurse	Surgery Unit
Sara Almutairi, BSN RN	SN1, Clinical Nurse	Surgery Unit
Rosiya Jennifer, BSN RN	SN1, Clinical Nurse	Obstetrics and Gynecology (OB/GYN)
Haneen Numngani, BSN RN	SN1, Clinical Nurse	OB/GYN
Rehab Al-Assiri, BSN RN	Nurse Clinician	Outpatient Department
Halimah Zaidan, BSN RN	SN1, Clinical Nurse	Pre-Anesthesia Clinic
Edna Macansantos, BSN RN	SN1, Clinical Nurse	Pre-Anesthesia Clinic

Description of the Intervention

In January 2021, after reviewing the December 2020 scores concerning patients' perception of pain management, the Surgical Services Committee decided that a Just-Do-It PI project (see Performance Improvement Plan in OO2.3) would be conducted starting February 23, 2021. While the Surgical units were the areas where the PI project was conducted, staff from the Obstetrics and Gynecology unit were involved. These areas were also seen as future stakeholders who would benefit.

Six PI project meetings were held between February and August 2021. A root cause analysis (RCA) was completed in February 2021, which identified five areas of concern used to identify solutions to improve patients' experience of pain.

The five areas identified included:

1. Patients who were stressed and in pain.
2. Patients were who were unaware of their post-operative pain management options.
3. Patients who could not remember information regarding their pain management.

4. Patients who were unable to retain the pain management information.
5. Patients who only received verbal information on pain management relevant to their upcoming surgery during their pre-anesthesia clinic visit.

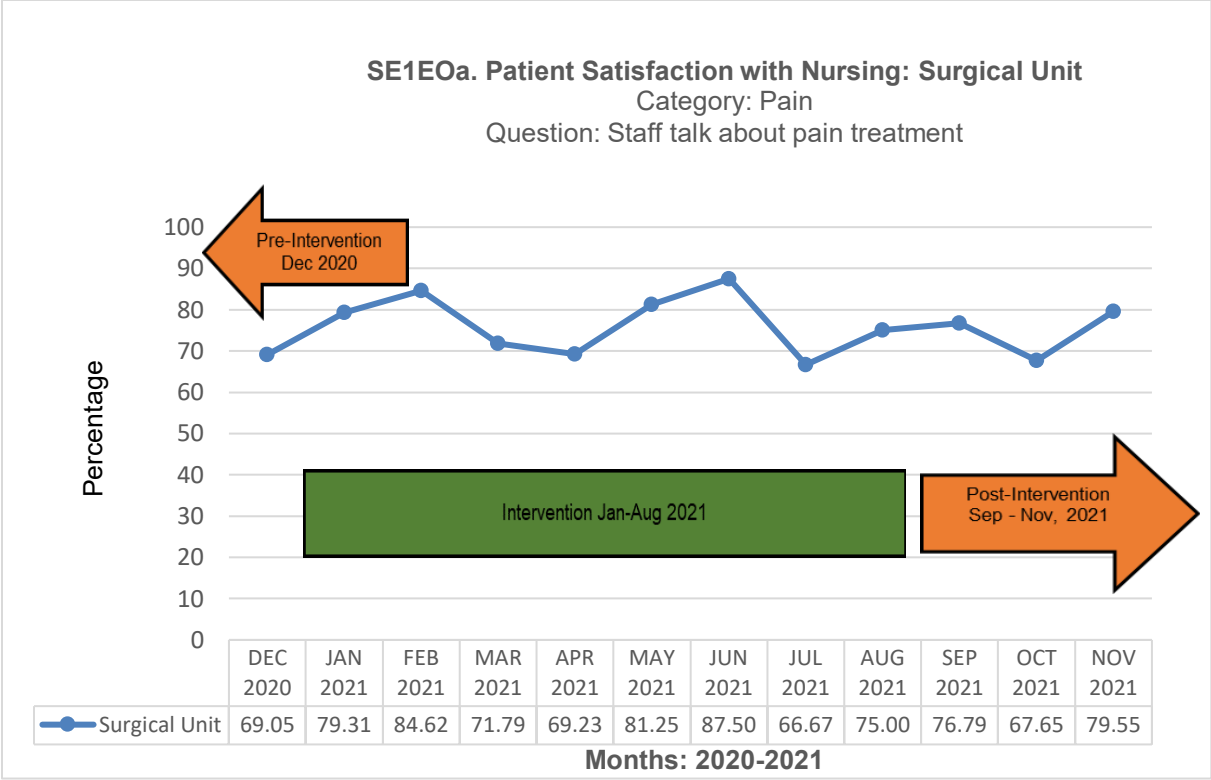
Various actions were identified and implemented to address the concerns of the patients by the PI Project Team, which included:

- Post-operative pain management pamphlets were created and implemented from March to June 2021.
- In-service education was given to staff within the Surgery unit regarding the educational material to be given to patients pre-operatively.
- The content for the in-service education session was designed with input from all PI project group members and overseen by Nada Omesh, MSN RN, Clinical Nurse Specialist, Pain Management.
- In-service education was delivered between March 2021 and June 2021 virtually using MS Teams due to the restrictions on hosting physical meetings imposed by the COVID-19 pandemic. Education sessions were delivered by the nursing representatives from Surgery and were completed by June 30, 2021. Supriya Anil, Dip.N RN, RM, Clinical Nurse Specialist, Pain Management, and Nada joined the virtual education sessions to answer any questions or concerns raised by attendees.
- Post-operative education pamphlets were distributed to patients in the pre-operative clinic between July and August 2021.

Interventions were completed between January 2021 to August 2021.

Outcome

The PI project improved the HCAPS score related to patients reporting that “Staff talk about pain treatment” question from an initial score of 69.05% to 79.55%, which exceeded the organization’s established 75% target, as seen below in Graph SE1EOa.



Graph SE1EOa: Patient Satisfaction with Pain Management