HCAHPS: How is Your Patient’s Pain Perceived?

The University of Kansas Hospital

Melanie Simpson, PhD, RN-BC, OCN, CHPN, CPE
Pain Team Coordinator, The University of Kansas Hospital
Objectives

• Identify two strategies to improve patient perception of pain management.
• Describe the benefits of intentional rounding on “always” and “everyone”.

THE UNIVERSITY OF KANSAS HOSPITAL
ADVANCING THE POWER OF MEDICINE®
HCAHPS
Hospital Consumer Assessment of Healthcare Providers and Systems

- Center for Medicare and Medicaid Services (CMS) included questions to measure patients’ perceptions of pain management.
- It emphasizes the importance of pain management to patient satisfaction.
- Hospitals need to be more transparent about what they are doing to improve pain management and what patients should expect as a result.

Press Ganey, 2012
HCAHPS

• What do the 32 questions on the survey cover?
  – Contains 21 patient perspectives on care.
    • communication with doctors
    • communication with nurses
    • responsiveness of hospital staff
  • **pain management**
    • communication about medicines
    • discharge information
    • cleanliness of the hospital environment
    • quietness of the hospital environment
    • transition of care
    • 4 screener questions
    • 7 demographic items
HCAHPS Questions

• During this hospital stay, did you need medicine for your pain?

• During this hospital stay, how often was your pain well-controlled?

• During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
HCAHPS, Survey

• Questions are answered using a 4 point likert scale.
  – Never
  – Sometimes
  – Usually
  – Always
HCAHPS, Reporting

• Top Box Scores are what we use to disseminate our standings.

• Top Box scores are the most positive responses to the survey.
  – Always
HCAHPS, Scores

- Survey results are represented by percentile of where the organization ranks amongst like organizations, as well as other comparisons.
- A percentile score is applied from the aggregate of all responses.
- This is the *one* score that is reported
HCAHPS Percentile of Top Box Responses, Pain Management, The University of Kansas Hospital
# HCAHPS, Talk it Up

**April 6, 2016**

## HCAHPS Results

<table>
<thead>
<tr>
<th>Domain</th>
<th>FY16 YTD All DB</th>
<th>F16 YTD Large DB</th>
<th>Top Box Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate Hospital (0-10)</td>
<td>85</td>
<td>91</td>
<td>9 - 10</td>
</tr>
<tr>
<td>Recommend</td>
<td>86</td>
<td>89</td>
<td>Definitely Yes</td>
</tr>
<tr>
<td>RN Communication</td>
<td>70</td>
<td>80</td>
<td>Always</td>
</tr>
<tr>
<td>MD Communication</td>
<td>57</td>
<td>65</td>
<td>Always</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>45</td>
<td>53</td>
<td>Always</td>
</tr>
<tr>
<td>Hospital Environment</td>
<td>54</td>
<td>66</td>
<td>Always</td>
</tr>
<tr>
<td>Pain Management</td>
<td>37</td>
<td>37</td>
<td>Always</td>
</tr>
<tr>
<td>Med. Communication</td>
<td>49</td>
<td>55</td>
<td>Always</td>
</tr>
<tr>
<td>Discharge Information</td>
<td>79</td>
<td>85</td>
<td>Yes</td>
</tr>
<tr>
<td>Care Transitions</td>
<td>82</td>
<td>86</td>
<td>Strongly Agree</td>
</tr>
</tbody>
</table>

---

**The University of Kansas Hospital**

Advancing the Power of Medicine®
HCAPHS, reports

• Making sense of the numbers
  – National average
  – Percentiles are representative of minute changes
  – Consistency in care is paramount
  – Doing everything possible for pain control will have an impact
  – Ignoring pain control requests will have a negative effect
  – Every little effort can have a positive effect on the percentile
  – Always ask, “Is there anything else I can do to make you more comfortable?”
Patient Satisfaction and Pain

- Patient satisfaction is based on patient expectations
- Responses can be skewed and difficult to interpret
- Paradoxical, yet consistent findings that despite high pain ratings, satisfaction scores may be high
- Likely more appropriate to evaluate the patient’s perception of involvement in his own pain control
Assessment of Hospitalized Patients’ Satisfaction with Pain Management

• 3 main themes:
  – Lack of provider knowledge
  – Lack of patient education
  – Lack of caring

Opportunities for quality improvement for pain management

- Explicit policies and procedures to guide the use of specialized techniques and or analgesic administration
- Information about pharmacologic and nonpharmacologic interventions for clinicians to facilitate writing, interpreting, and implementing of orders
- Orientation and continuing education opportunities

Lack of provider knowledge
Opportunities for quality improvement for pain management

- Patient and family education programs and materials
  - Lack of patient education
- Clearly defined accountability for pain management
- Change perception of caring
  - Lack of caring
Some of our interventions

• **Lack of provider knowledge**
  – Pocket Analgesia guides
  – Education presentations, grand rounds, PRN, staff mtgs
  – LMS – required yearly (range order policy, opioid dilution, etc.)

• **Lack of patient education**
  – Preanesthesia testing clinic video
  – Opioid teaching sheet
  – White boards for communication
Some of our interventions

• Lack of caring
  – Comfort video – required- “is there anything else I can do to make you more comfortable?” everyone is responsible for making patients comfortable
  – 5 minutes of caring
  – Teaching providers to never say “there is nothing I can do”
  – I Care to Comfort
I Care to Comfort

- I always respond to each patient.
- I always give an extra minute.
- I always take time to ask.

Always show our patients we care!

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey asks patients to rate their experience on an "Always" to "Never" scale. It is the percentage of patients who report we "Always" meet their expectations that is publicly reported — so a single instance of not meeting a patient's needs can impact our scores.
Sustainability

• Up to 70% of successfully implemented healthcare innovations do not endure, and sustained change is seldom evaluated

• Nursing units are the building blocks of acute care centers and the point of ultimate impact on quality of care and patient outcomes
Our Plan for Sustainability

Two of the areas with opportunity for improvement are linked together in many ways: responsiveness (how quickly patients received help after pressing the call button) and pain management (how often we did everything we could to help alleviate patient's pain).
Our Plan for Sustainability

One approach many organizations have found successful in better meeting patient needs and earning higher ratings is hourly rounding. This approach involves regularly scheduled rounding by nurses and other care providers on the unit with the specific purpose of identifying and caring for immediate patient needs such as the need to use the toilet or to assess current pain levels.
Our Plan for Sustainability

Organizations implementing hourly (intentional) rounding also find an associated reduction in patients' use of the call button. A number of our units have also found this to work.
Our Plan for Sustainability

• Safety Rounds (Intentional Rounding)
  – **PAIN** and Comfort
  – **PERSONAL CARE** – do you need to use the bathroom
  – **POSITION** in bed and chair
  – **POSSESSIONS** and belongings in reach

Additional Safety Focus
Safety Rounds - To keep you safe and comfortable we will ask you about the following:

- **Pain** and Comfort
- **Personal Care** – do you need to use the bathroom?
- **Position** in bed or chair
- **Possessions** and belongings in reach (cell phone, tissues, water, trash can, etc.)

Additional Safety Focus:

________________________
________________________
________________________
Our Plan for Sustainability

• Pain Management Resource Nurse Program
  – Invited nurse managers from all adults units to identify a nurse from their unit who had an interest in pain management.
  – All these nurses will attend a 4-hour monthly CE didactic session for 8 months (32 hours) and two 4-hour shadow opportunities with the PMRT (8 hours)
  – Attend an 8-hour Pain Management Certification Review Course.
  – Sit for the Pain Management Certification Exam
  – Act as Resource on their unit and others for all issues r/t pain management
Our goal: to moving the line in the right direction