



Effective pain management is essential to maintaining a positive patient experience, as well as a basis for comprehensive and compassionate care.

## TACTICS

### *Attitudes:*

We must respect our patients' pain complaints—to avoid being skeptical or dismissive

### *Patient Education:*

Be honest. Set realistic expectations on how a particular treatment will help control their pain, not eliminate it.

### *Pain Management Plan:*

Involve patients in making their pain management plan.

### *Frequent Rounding:*

During frequent rounding, an automatic topic should be that of your patient's pain management.

### *Bedside Shift Report:*

Involve the patient and family in process of pain management.

### *Alternative Pain Management:*

Suggest alternative methods to drive home the idea that you are doing everything you can to manage your patient's pain.

## HCAHPS QUESTIONS

The following HCAHPS questions are addressed in the Pain Management training:

1. During this hospital stay, how often was your pain well controlled?
2. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

## TAKE AWAY

Focus on being honest and communicating often. Help your patients by setting specific and realistic pain goals, and then, follow up on those goals with regular communication and evaluation of their pain.