

Swiss Quality Award 2013: empowerment

Act together against pain !

Collaborative Quality Improvement at Hospital Level for Pain Management

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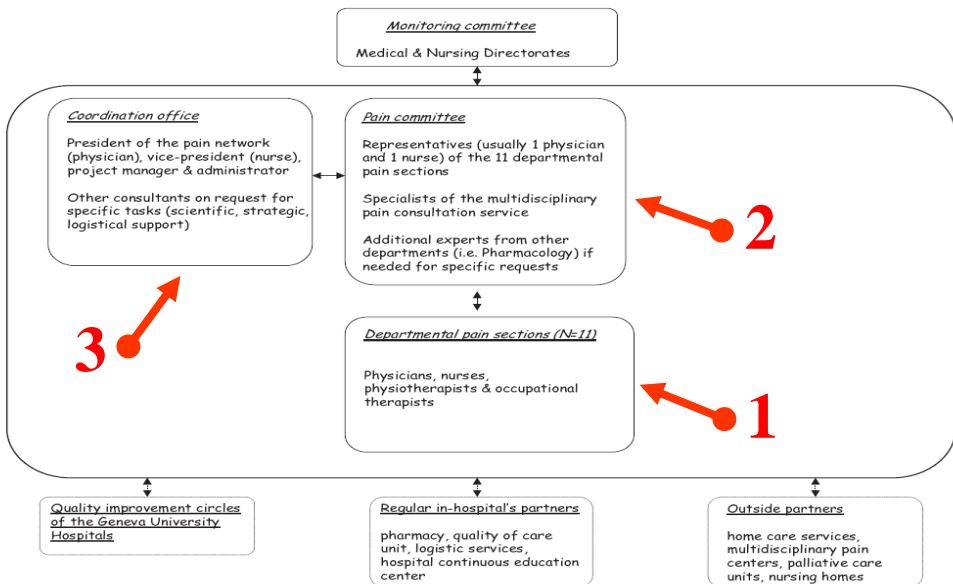
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Introduction: The prevalence of pain among hospitalized patients ranges from 40% to 80%, similar prevalence was demonstrated in ambulatory consultations. Pain is a significant source of dissatisfaction and interferes with normal activities and interpersonal relationships.

Numerous strategies have been used to improve pain management in hospitals (*educational material & guidelines, formal audit & feedback, computerized reminders, of formal in-hospital pain specialist consultations*).

Quality improvement collaboratives offer promising perspectives as a new method to enhance pain management at an institutional level. These are collaborative networks of multidisciplinary teams from various healthcare departments who share knowledge and experiences to work in a structured way to improve quality of care.

Organisation & Objectives: In 2003, we developed a collaborative quality improvement program aimed at improving overall pain assessment, management and relief. The program was designed to create synergies between departments and health care professionals while taking into account specificities of patients and medical/surgical specialties (Figure 1).



- Multifaceted interventions:**
- pre/post-graduate and continuing education
 - opinion leaders (*physicians or nurses with a special interest and training in pain management*)
 - patient education
 - audit and feedback

- Implementation of:**
- validated pain measurement tools in 11 departments
 - staff education on pain and pain management
 - professional guidelines and formation documents
 - standards for the use of patient-controlled analgesia
 - information leaflets for patients
 - public lectures for patients

Every 12 months, departmental representatives refer to the coordination office to discuss implemented initiatives and interventions at departmental level. Structured feedback on strengths and weaknesses of their management concept are also discussed.

Examples of achievements:

Poster in the hospital (corridors, elevators)

Leaflet for patients

Vous avez mal? Agissons ensemble!

Pocket guidelines for professionals

Recommandations de prise en charge de la douleur nociceptive aiguë isolée

Le bon antalgique au bon moment Adultes

Scientific articles

REVUE médicale SUISSE

Antalgie médicamenteuse et grossesse

Recommandations interdisciplinaires du réseau douleur des HUG: approche clinique des céphalées primaires

Rotation des opioïdes: de la théorie à la pratique

Recommandations interdisciplinaires du réseau douleur des HUG

CAPP-INFO

Bulletin d'information du CAPP

Utilisation pratique des opioïdes chez l'adulte, la personne âgée et le patient insuffisant rénal