

**GE BRINGS PAIN SCORES TO LIFE, IMPROVING  
POST DISCHARGE PAIN ASSESSMENT ELECTRONIC DOCUMENTATION**

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**Background Information related to the problem identification:**

First quarter 2012, post discharge phone call documentation was integrated to the Surgical Services electronic medical record. During review of audits, it was discovered that post discharge pain levels were higher than expected. After analyzing the data, a discrepancy was noted related to in-hospital and post discharge communication and documentation.

**Objectives of project:**

- Review the post discharge pain intensity electronic documentation dataset
- Clarify and reeducate staff for standardization when collecting post discharge pain information
- Review ongoing audit after electronic documentation changes for success

**Process of Implementation:**

The team leader collaborated with Surgical Services Information Specialist to make changes for consistent communication and documentation. Nurses were made aware of the initial audits and the reason standardization was important. Other initiatives included: Unit-based Education Council support, collaboration with the Patient and Family Education Coordinator to revise the Pain Education form, and discussion with Pre-testing to provide patients with this form pre-op.

**Statement of the successful practice:**

First half of 2012 post discharge phone call resulted in patient report of pain intensity > 4 on a zero to ten scales at 8.2%. After the review, clarification of dataset, and education of staff for standardization, the third quarter results are promising at 6.5%. Audits continue.

**Implications:**

A continued effort to reduce patient post discharge pain intensity report is in progress. PeriAnesthesia nurses have an important role in problem-solving and making appropriate recommendations for patient quality outcomes. Patients benefit from the involvement of the nurse.