

The Voice of Pain: Improving the Patient Experience

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Disclosure


Alyssa DeBellis

- No Relevant Financial Relationships with Commercial Interests

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Project Statement

- Goal: To gain insight of patients' understanding and experiences of pain management throughout the course of their surgical process
- Identify interventions from patient feedback to improve the patient experience
- Utilized the "Patient Voice Toolkit"



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Institute for Innovation in Health
Innovation begins with U

Methodology

Preparation → Interviews → Synthesis → Ideation

- Preparation**
 - RN led team included chief thoracic surgeon, nurse practitioners, and nursing management
 - Developed standard set of interview questions
- Interviews**
 - Arranged to meet patients either in their homes or after clinic visits here on site
 - Video documented interviews – patients consented




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Interview Population

Sample	8 Patients: 5 Male, 3 Female
Age Span	24-76 years Old
Diagnoses	Lung Cancer, Pneumothorax
Length of Stay	3-11 Days
Patient Status	2 inpatient interviews, 6 outpatient interviews post d/c
Surgeries	Wedge resection, lobectomy, diaphragm resection, pleurodesis

Wedge resection



Lobectomy




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Methodology

Preparation → Interviews → Synthesis → Ideation

- Synthesis**
 - Core group reviewed transcripts of interviews and identified common themes
- Ideation**
 - Subject matter experts and key stakeholders brought in to collaborate on potential solutions



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Three Main Themes Identified

- **Side effects and impact on medication adherence**
 - The side effects interfered with medication adherence, knowledge retention and patient education, resulting in suboptimal pain control
- **Knowledge Deficit related to pain medications and regimen**
 - Patients reported confusion and a lack of knowledge with the pain medication regimen including how to taper their meds
- **Need for alternative methods for pain management**
 - Patients wanted more options for managing pain

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Intervention

Pain boards
Alternative Therapies
Video
Education

Pain Control
Less Pain Control

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