



An Interprofessional Approach to Improving the Patient Experience of Postoperative Pain

Amy Wainwright, PT, MScPT, Deborah M. Kennedy, PT, MSc., Dr. Martin van der Vyver, Staff Anesthesiologist, MBChB, FRCPC

Eri Maeda, RN(EC), MN, NP, Shirley Musclow, RN(EC), MN, NP, Yvonne Ramlall, RPN



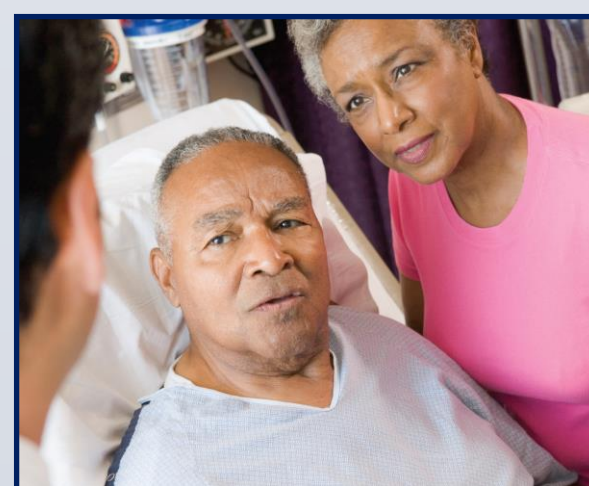
TAHSNp Innovation Fellowship Program, Sunnybrook Health Sciences Centre

Introduction & Background

- A Centre of Excellence for Joint Replacement, the Holland Centre performs more than 2000 knee and hip replacements annually. Length of stay has decreased to 2-3 days allowing less time to manage acute surgical pain and provide pain management education
- Research shows that up to 50% of patients following knee replacement report severe/extreme pain after discharge from hospital². Poor pain control can lead to: poor surgical outcomes, increased risk of chronic pain, decreased patient satisfaction²
- Formal (internal qualitative study¹) and informal feedback through follow up calls/appointments, highlighted gaps in our pain management education

Fellowship Objectives

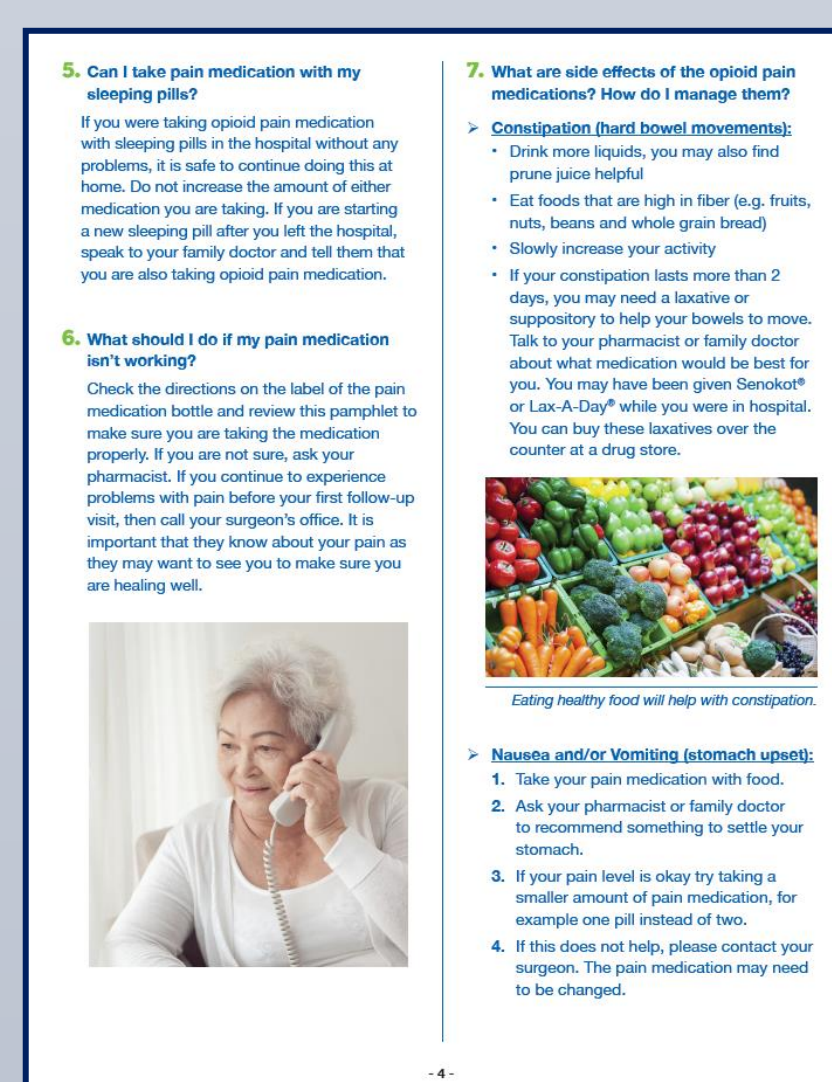
- Co-design and develop with patients a short video and brochure to address the education gap
- Improve the patient experience of post discharge pain management



Improvement

- Formed an Interprofessional Pain Management Committee
- Created “Top 10 Questions about Pain Medication” pamphlet and “Managing your Pain after Joint Replacement” video.

* Both available in hospital and on our website at sunnybrook.ca/hipkneepain



- Extensive patient feedback informed all phases of the project
- Five patients were directly involved in co-designing the pamphlet and video
- A survey was administered pre and post implementation for evaluation

Results

- At discharge each patient receives the pamphlet “Top 10 Questions about Pain Medication” with their pain prescription
- Video: “Managing your Pain after Joint Replacement” will be available to patients on the free bedside TV channel and on our website
- Information about new resources disseminated to all point of care staff (clinical and administrative) through presentations, updates in unit and professional meetings as well as face-to face discussions on acute care units and a memo sent to all relevant groups
- A sample of 25 patients each completed the pre and post questionnaire to evaluate our new educational materials

Patient feedback prior to implementation

“We needed to know that we could call to change meds. I tried to tolerate the med too long that caused me to be nauseated, no eating.”

“Think its important to advise patients to “keep ahead of the pain” and to take the pain meds to be able to do the physiotherapy”

Patient feedback post implementation

“The pages to track the meds are an excellent idea since repeat times vary and it is easy to get confused and lose track”

“Comprehensive & Informative”

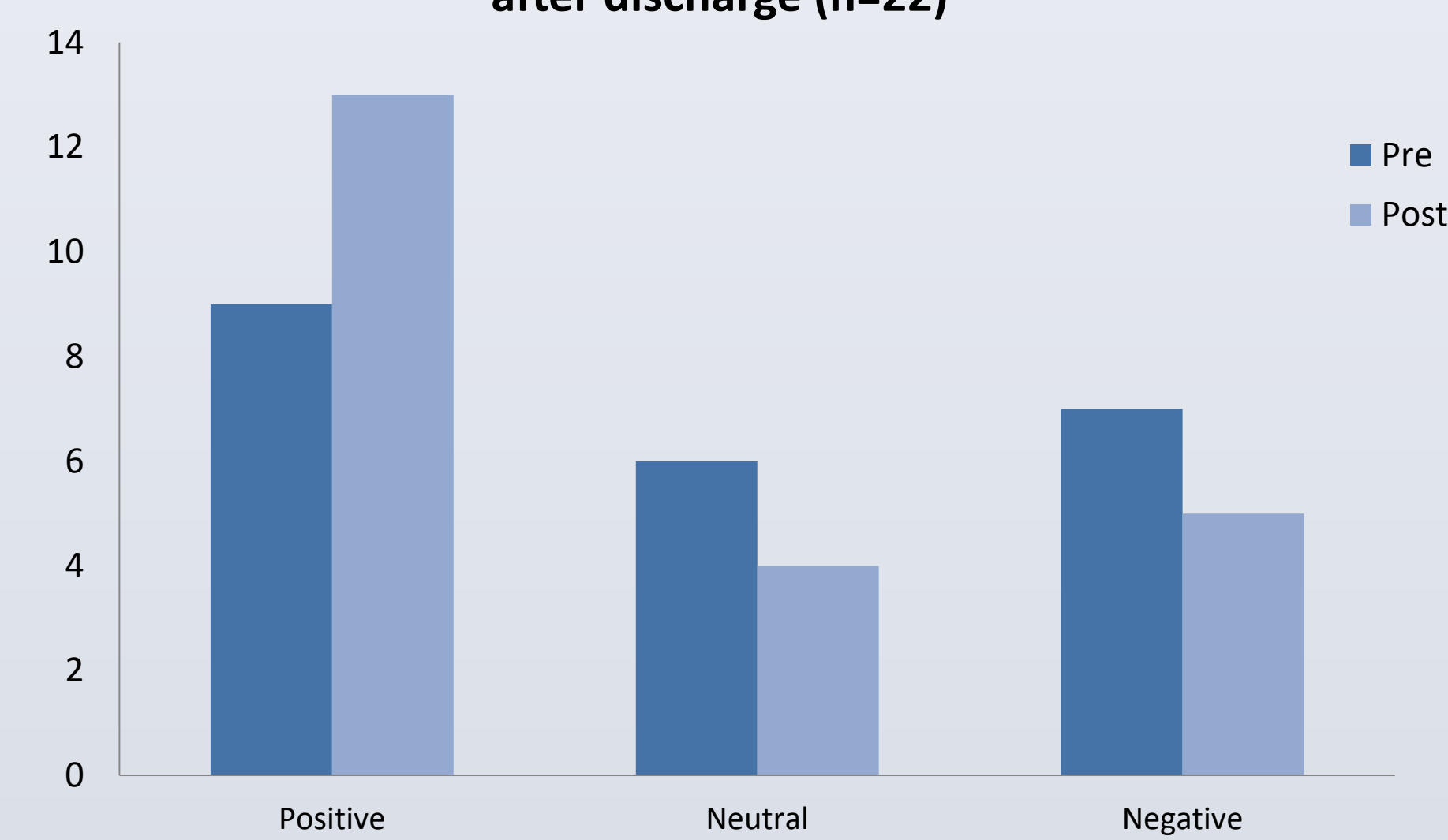
“I like how it guides you on how to modify/wean your medication. I wish that I had such a document to refer to after my surgery”

Project Impact

- Addressed a gap in our current patient education materials, supporting them to better manage their acute surgical pain while recovering at home
- Enhanced the knowledge of the interprofessional team about pain management, new resources help staff deliver a cohesive message about pain management
- Fostered interprofessional collaboration to improve the patient experience

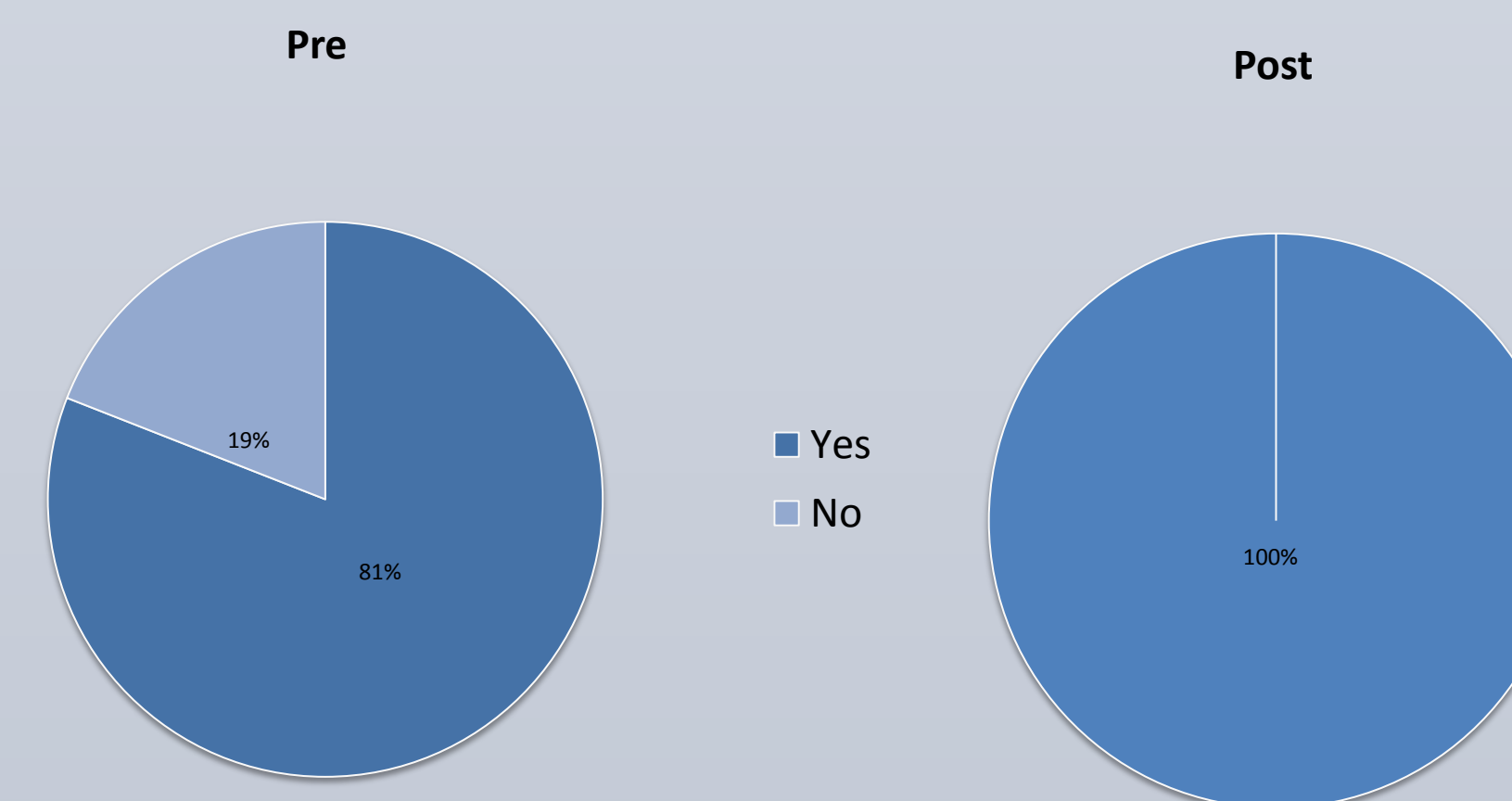
- An experienced based design question asked participants to indicate their experience with pain management after discharge from hospital by choosing from a list of emotions. To analyze the information the emotions were grouped into positive, neutral or negative (Figure 1)

Figure 1. Patient's experience with pain management after discharge (n=22)



- Post implementation over 90% of patients were satisfied or very satisfied with the information provided about managing their pain after they left the hospital.

Figure 2. Were your pain management questions answered? (n=22)



Plans for Sustainability

- Process audits will be completed to ensure all appropriate patients are receiving the pamphlet and identify if any with further staff education is required
- Education materials will be reviewed annually to incorporate any new patient/staff feedback and to ensure up to date content
- New tools will be posted on our website and links will be added to our new “myHip&Knee” interactive mobile app as well as other pertinent patient resources

Next Steps

- The pamphlet will be a template for other programs to adapt for their patient population
- Presentations at professional internal/external venues
- Evaluation of the patient video



Video: Managing your Pain after Joint Replacement

References

- Kennedy D, Webster F, Pereira L, Dickson P, Roberts S, Flynn J. What are the education needs of our patients that undergo hip and knee replacement? *Physiother Can*, 2015; 67(supplement 1):41.
- Chan EY, Blyth FM, Nairn L, Fransen, M. Acute postoperative pain following hospital discharge after total knee arthroplasty. *Osteoarthritis Cartilage*, 2013;21:1257-1263.

Acknowledgements

- Holland MSK Program
- 2015 Suzanne & William Holland Musculoskeletal Program Health Professional Awards
- Sunnybrook Practice Based Research and Innovation
- Holland Centre Interprofessional Pain Management Team
- Patient Partners

For more information, please contact amy.wainwright@sunnybrook.ca