Multimodal Pain Management in the Emergency Department
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Learning Objective
Explain how one emergency department’s multimodal pain management approach can lead to patient’s pain satisfaction improvements

Background/Purpose
- Opioid prescriptions quadrupled from 1999-2014
- More than 40 people die every day from prescription opioid overdoses
- CDC declared a nationwide opioid epidemic in 2016
- Pain management needs to be revaluated because opioids are not the solution
- ED’s have >130 million visits each year, majority are pain related
- Research demonstrates multimodal pain therapies can decrease intensity of pain, amount of opioids used and increase patient satisfaction scores
- In 2016, the pain satisfaction scores were suboptimal for this ED, with the Press-Ganey “nurse’s response to pain” at the 69.5 average percentile rank score

Methods
For patients presenting to the Emergency Department in acute pain, will the use of whiteboards as a means of communicating the available multimodal pain modalities improve patient satisfaction as evidenced by an increase in Press-Ganey pain satisfaction scores by 10%, three months after implementation?

Results
- Press-Ganey “Nurses Response to Pain” Percentile Rank Control Chart
- Press-Ganey “Nurse Response to Pain” Percentile Post-Implementation Chart

Conclusion
- Implementation of the practice change led to an increase in the Press-Ganey survey results from 69.5th to the 80th percentile rank score within 3 months of the project implementation
- Results continue to improve & sustain above 80th percentile
- Opioids alone are not the solution for adequate pain management

Implications for Practice
- In a national opioid crisis, multi modal and non-pharmacological approaches should be readily available and utilized in the ED
- A communication tool is easy to design and implement with minimal cost
- Education was completed on the unit during huddles
- Providing a visual tool of evidenced-based multimodal pain therapies:
  - Allowed patients to be involved in their care
  - Increased satisfaction with pain management
  - Offered nurses a means to personalize care

Design, Setting, Sample
- The John Hopkins evidenced based practice methodology was used for this project
- This project took place in an urban, community based, southern California emergency department
- A convenient sampling was used based on patients who presented to the ED and completed the Press-Ganey survey upon discharge from July 2016 to March 2017