IMPROVING PAIN MANAGEMENT IN THE CANCER PATIENT

Onslow Memorial Hospital
Public Reporting of Outcomes – Standard 1.12, Commission on Cancer
Pain is commonly experienced by cancer patients, and this pain not only has a physical impact, but an emotional one as well. Pain can affect a patient’s psychological, social, and spiritual sense of health, according to the National Cancer Institute. Because pain control is such an important part of the treatment process, Onslow Memorial Hospital has made great strides in making sure our patients’ pain is well managed.

Beginning in 2015, our chemotherapy nurses began surveying outpatients about their pain in an effort to learn ways to improve the comfort and care of any cancer patient going through the treatment process. Patients were asked 1) to rate their pain 1-10 using the Wong-Baker pain scale, 2) identify the location of their pain and 3) if they felt their pain was being managed to their satisfaction. If the patient answered “no,” to the last question, then the nurse reached out to the physician for a pain referral.

As a result of these efforts, there was much improvement in patient satisfaction with pain management from 2015 to 2016. The second quarter of 2015 started at 75% patient satisfaction and climbed to 95% by the fourth quarter of 2015. The surveying of patients continued in 2016 and satisfaction scores remained high, between 97% and 98% throughout the first, second and third quarters.

Onslow Memorial Hospital is dedicated to the quality care of any patient affected by cancer, and it is our goal to continue researching how we can improve the outcomes of our patients by meeting their needs physically, emotionally and spiritually to achieve better outcomes.
Cancer Pain Management 2015

- QTR 1: 0%
- QTR 2: 74%
- QTR 3: 80%
- QTR 4: 95%

Cancer Pain Management 2016

- QTR 1: 98%
- QTR 2: 98%
- QTR 3: 97%

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*Onslow Memorial Hospital*
Our dedication to the comfort and care of our cancer patients aligns with our hospital mission as a journey to embrace the passion of sensing the needs of others in order to create and enhance service excellence by fostering teamwork, building patient loyalty, and celebrating the joy of caring.