



CASE STUDY

Enhancing Pain Management with Clinical Support Tools

How Union Villa leveraged a standardized tool to better assess and document pain levels in residents with varying cognitive abilities

BACKGROUND

Union Villa, a 160-bed long-term care facility in Markham, Ontario, needed to improve their existing pain assessment policies and protocols. The home's policy was to use the PAINAD, facial, and numeric scales to assess residents, though the facial scale was not being utilized, meaning residents who were unable to verbalize pain could not be properly assessed. Union Villa needed a solution that would enable staff to properly assess pain levels in residents with varying cognitive and verbal abilities and formally document results along with treatment provided.

“The comprehensive pain assessment CST helped us improve our clinical assessment and documentation. It helps guide the nurses with their assessment and their plan of care for each resident. In turn, it is a more effective way to prevent unnecessary pain or discomfort to the residents.”

- Amy Leung, Registered Practical Nurse

STANDARDIZING CLINICAL DOCUMENTATION

To standardize and improve pain assessment and management, Union Villa engaged Think Research to implement a Clinical Support Tool (CST) for staff to assess residents' self-reported and observed pain, regardless of cognitive status. Think created a prototype CST incorporating feedback from Union Villa to ensure efficacy and utility.

The CST tracks which validated pain scale was used for residents – including numeric, facial, and verbal– enabling nursing staff to quickly and confidently select the appropriate scale when

assessing a resident's pain. The CST also replaces the previous process of documenting residents' pain and care plans in progress notes, which was disjointed and causing disruptions in continuity of care.

The CST includes an alert scoring to enable the clinical team to triage residents according to clinical observation and overall pain status to better manage residents who are in the most pain. Union Villa has implemented the Comprehensive Pain Assessment to be used on admission, quarterly, re-admission, and reassessment of pain.

THE RESULTS

Since implementing the pain management CST in August, Union Villa has noticed remarkable results:

- Staff gained better understanding of when and how to assess residents who are exhibiting or expressing pain
- Improved accuracy and efficiency of pain management assessments and subsequent treatment
- Tools streamline staff education and training
- Enhanced routine assessments and daily operations across the home

LEARN MORE

Visit thinkresearch.com to find out more and book a demonstration.

