



PAIN FREE HOSPITAL
Transformasi Konsep Rawatan
Pelanggan Bebas Kesakitan

pain free hospitals

Dr Mary Cardosa

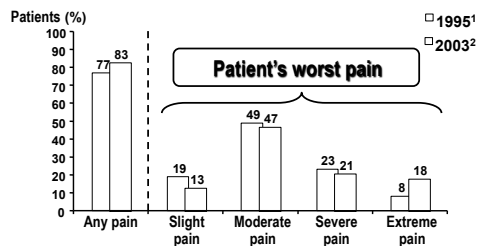
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PREVALENCE OF PAIN IN HOSPITALS

- Donovan et al., 1987 79%
- Abbott et al., 1992 50-67%
- Visentin et al., 1999 44%
- Costantini et al., 2000 43-56%
- Gruppo italiano, 2001 46-91%
- Strohbuecker et al 2005 50-63%

..... the tragedy of needless pain !

POSTOPERATIVE PAIN CONTINUES TO BE UNDER-TREATED



¹Warfield & Kahn. *Anesthesiology* 1995;83:1090
²Apfelbaum *Anesth Analg* 2003;97:534

NATIONAL AUDIT ON POSTOPERATIVE PAIN MANAGEMENT, 2007

○ Post-op laparotomy patients, APS and non-APS in 21 Malaysian hospitals

○ Highest pain score in the first 24 h postop:

Moderate to severe pain (pain score ≥ 4)

APS: 64%

non-APS: 76%

PAIN IS NEGLECTED

- pain is generally considered unavoidable
- in medical practice pain is not considered a priority
- medical staff often lack sufficient knowledge about pain
- there are still barriers to the use of opioid analgesics

STANDARDS FOR PAIN RELIEF

- Recognize and treat pain promptly
 - Information about analgesics
 - Promise patients attentive analgesic care
 - Policies for use of advanced technologies
 - Monitor adherence to standards
- (American Pain Society, 1990)

AN INTERNATIONAL CAMPAIGN

"Towards a pain-free hospital" was started in Montreal, Canada, 1992 - internationally coordinated by the association "Ensemble contre la douleur" (Geneva, Switzerland)
www.sans-douleur.ch

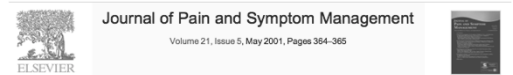
"TOWARDS A PAIN-FREE HOSPITAL"

Belgique "vers un hôpital sans douleur"
Canada "vers un hôpital sans douleur"
France "vers un hôpital sans douleur"
Italia "verso un ospedale senza dolore"
España "hacia un hospital sin dolor"
Suisse "vers un hôpital sans douleur"
USA "towards a pain-free hospital"

PAIN FREE HOSPITAL INITIATIVES

- Visentini M. [Towards a pain-free hospital. A project and a campaign for the improvement of health care]. *Recenti Prog Med.* 1999 Jun;90(6):321-4.

"Towards a Pain Free Hospital" ... aims to make both citizens and health sector workers more aware of the problem of pain in hospitalised patients. "



Letter

Setting Up a "Pain-Free" Hospital

Sebastiano Mercadante, MD

La Maddalena Cancer Center Palermo, Italy

Available online 7 May 2001.

"an educational and clinical program for a "pain-free" hospital is a reality, which can be achieved with professional enthusiasm and appropriate efforts, without requiring further financial burden. Patients can benefit from this educational program to improve knowledge of acute and chronic pain among professionals in hospitals."

PAIN FREE HOSPITAL INITIATIVES

Ferrari R et al. [Towards a pain-free hospital. Description of the campaign]. [Article in Italian] *Recenti Prog Med.* 2004 Jun;95(6):297-301.

"measuring pain prevalence, patients' beliefs, staff education, giving patients information, daily pain measurement, preparing pain treatment protocols, assessing patient satisfaction."



PAIN FREE HOSPITAL LAUNCH 5TH DECEMBER 2011



Country's Third "Pain Free Hospital" For Ipoh

Ipoh News | December 6, 2011 | 0 Comments

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Raja Permaisuri Bainun Hospital in Ipoh

Taking the lead from Selayang and Puteri Jaya hospitals in Selangor, the Raja Permaisuri Bainun Hospital in Ipoh (RPBH) was declared a "Pain Free Hospital" which would see its patients enduring less pain during and after surgeries.

With an earlier RM5.9 million Health Ministry allocation to implement the concept, its Minister Datuk Seri Liow Tiong Lai officially accorded the status to the hospital in a ceremony today. Also attending the ceremony was State Health Executive Councillor Datuk Dr Mah Hang Soon.

"Through this concept, the Government is making an effort to help patients suffer less surgical pains when they are treated at these "Pain Free Hospitals" that we have created for the purpose," he said in his speech at the ceremony.

He said to lessen the pains endured by patients, several multi-disciplined tasks are applied which involves close coordination among the specialist doctors involved. Anaesthesiologists, pain management experts, and other

Published: Monday December 5, 2011 MYT 7:43:00 PM

Health Ministry introduces "pain-free" hospitals



PAIN FREE HOSPITAL

Transformasi Konsep Rawatan
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IPOH: The Health Ministry has introduced "pain-free" services in three government hospitals in a pilot project specially targeting patients who have to undergo painful surgical procedures.

Health Minister Datuk Seri Liow Tiong Lai said Putrajaya Hospital, Serdang Hospital and Raja Permaisuri Bainun Hospital (RPBH) were chosen for the pilot project.

BACKGROUND TO THE MALAYSIAN INITIATIVE

- "Access to Pain Management is a basic human right" – Declaration of Montreal, International Pain Summit 2010

INTERNATIONAL
Pain Summit
International Association for the Study of Pain

Montréal, Canada



Panelists from a variety of countries addressed questions from Pain Summit attendees

BACKGROUND TO THE MALAYSIAN INITIATIVE

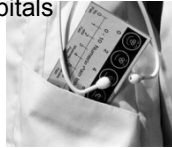
- "Access to Pain Management is a basic human right" – Declaration of Montreal, International Pain Summit 2010
- Pain is one of the main reasons why patients are admitted to hospital and *unrelieved pain* is the reason why patients *fear* going to hospital, especially for surgery or other painful procedures

BACKGROUND TO THE MALAYSIAN INITIATIVE

- "Access to Pain Management is a basic human right" – Declaration of Montreal, International Pain Summit 2010
- Pain is one of the main reasons why patients are admitted to hospital and *unrelieved pain* is the reason why patients *fear* going to hospital, especially for surgery or other painful procedures
- *Good pain management* is one of the factors that can make a great *positive impact* on the patient's hospital experience

PAIN AS THE 5TH VITAL SIGN

- An initiative to improve pain management, ***Pain as the 5th Vital Sign*** was implemented in stages in KKM hospitals, from 2008 to 2011
- Also implemented in University hospitals and several private hospitals
- JCI accreditation

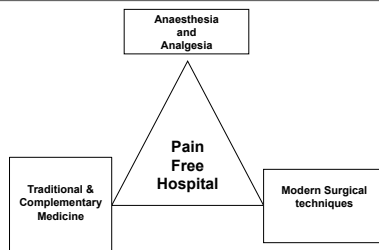


"Pain Free Hospital"

an integration of pain management policies and programs to ensure that these translate into improvement of pain management for patients

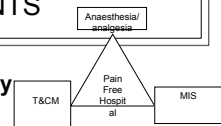
.....Start with the management of acute postoperative pain

COMPONENTS



COMPONENTS

- **Minimally invasive surgery**
 - *less wound, less pain*
 - *Faster recovery*
 - *High standards and skill in surgery*
- **"Perioperative" Pain management**
 - *Pre-emptive analgesia*
 - *Use of Regional Anaesthesia where appropriate*
 - *Appropriate postoperative pain management*
 - *Use of acupuncture to supplement analgesia and to minimise opioid side effects*



Aims of "pain free hospital"

- Pain free surgery
- Pain free labor
- Pain free procedures
- Pain free rehabilitation
- Pain free discharge

Aims of "pain free hospital"

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PAIN FREE HOSPITALS

- Use of *Minimally invasive surgery* (MIS) – smaller wounds means less pain.
 - Encourage ambulatory surgery (needs very good pain relief in order for patient to be able to go home!)
- Standard protocols for postop analgesia for different kinds of surgery
 - Increased use of regional anaesthesia for perioperative pain relief
- Integration of Traditional & Complementary medicine
 - acupuncture for analgesia supplementation and relief of side effects e.g. nausea/vomiting

Change in practice

INPATIENT SURGERY	MINIMALLY INVASIVE SURGERY	OUTPATIENT SURGERY
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Change in practice

INPATIENT SURGERY	MINIMALLY INVASIVE SURGERY	OUTPATIENT SURGERY
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PAIN FREE HOSPITALS: MULTIDISCIPLINARY APPROACH

- Preoperative
 - Surgical clinic
 - Anaesthetic clinic
- Intra-operative
 - Use of minimally invasive surgery where possible
 - Use of regional anaesthesia techniques
 - Use of acupuncture / acupressure

PAIN FREE HOSPITALS: MULTIDISCIPLINARY APPROACH

- Postoperative
 - Multimodal analgesia
 - Standardised protocols
 - Multidisciplinary teams
 - Early rehabilitation

PFH: BENEFITS

- To the patient
 - Shorter hospital stay (or day stay only)
 - Less risk of nosocomial infection
 - More comfortable perioperative experience
 - Decreased anxiety and stress
- To the hospital
 - Optimal use of Ambulatory Care Centers
 - Better utilisation of facilities by promoting the use of day surgery and minimally invasive surgery
 - Better customer satisfaction

PFH: BENEFITS

- To the doctors and healthcare providers
 - Opportunity to achieve higher levels of skill and efficiency
 - Opportunity to integrate T/CM with "western" medical skills
 - Better communication
- To the MOH / Malaysia
 - Model of integration of T/CM and modern medicine and technology that works for patients
 - Innovation - First in the world

PFH: OVERALL BENEFIT

- "People-Centred Services"
 - emphasises the provision of first class services "beyond expectations" of our patients
 - based on the effective integration and optimal utilisation of services

Anaesthesiology Intensive Therapy, 2010,XLII,4; 190-193

Does the "Pain-free hospital" certification improve the management of pain following hernioplasty?

**Irmína Śmiatełska¹, Elżbieta Adrian², Maciej Śmiatełski², Józef Kitowski²*

Conclusion
The "Pain-free hospital" project and ... guidelines help to choose appropriate methods of treatment; however, the use of such methods requires involvement of the entire physician-nurse teams.

patients scheduled for inguinary system surgical procedures: inguinal hernia and umbilical hernia repair

groups, to receive analgesics on demand (control), or postoperative analgesia according to the introduced programs. The number of additional interventions and patients' satisfaction were chosen as primary end points to assess the clinical value of the introduced standards. Additionally, the type and dose of analgesics, and duration of hospital stay were noted.

Quattrin R et al. **Is an institution-wide programme able to reduce the in-patients' experiences of pain in a high specialization hospital?**

Ann Ig. 2007 Mar-Apr;19(2):113-9.

"Our hospital wide program succeeded in reducing pain in patients, improving professional quality and creating customer satisfaction in a hospital."

Lopez SF et al. **[Pain-free hospital audit: a pre-post assessment].** Rev Esp Anestesiol Reanim. 2007 Dec; 54(10):608-11. [Article in Spanish]

- The hospital prevalence of acute pain stabilized at 30% after a year. Eight-five percent of patients achieved adequate pain relief and 90% were satisfied with pain management."
- A nurse-managed acute pain unit designed and managed with tools for monitoring quality assurance produces significant absolute and relative improvements in the prevalence of pain, pain relief, and patient satisfaction ($P < .001$), leading to a savings of 15 000 days of unnecessary suffering per year.



WHERE DID WE START?

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IMPLEMENTATION

3 pilot hospitals

- Hospital Putrajaya
- Hospital Ipoh
- Hospital Selayang

Criteria for Pain Free Hospital

Does your hospital....

- Have a written policy on pain management and assessment?
- Implement Pain as the 5th Vital Sign?
- Have standardized treatment protocols for management of acute pain?
- Train all health care staff on knowledge and skills in pain assessment and management?
- Educate patients and get them actively involved in their own pain management?
- Carry out regular audit of pain assessment and management practices and outcomes?
- Have a policy and guidelines on Minimally Invasive Surgery?
- Have a policy and guidelines on Day Care Surgery?
- Use multidisciplinary team approach in pain management?
- Incorporate non-pharmacological and T/CM into pain management practices?

POLICY STATEMENT ON PAIN ASSESSMENT AND MANAGEMENT

- Pain is assessed in all patients
- Healthcare providers should listen and respond promptly to patient's report of pain and manage pain appropriately.
- Hospital staff should be continually educated & aware about pain assessment & management
- Standardized pain assessment tools must be applied consistently
- Pain is one of the vital signs.

PAIN FREE HOSPITAL PATIENT CHARTER

- This hospital will endeavor to provide you with a pain free experience.
- Your pain will be given prompt attention and assessment, and comprehensive treatment by trained professionals.
- Pain control will individually tailored using appropriate medications as well as non-pharmacological methods including traditional and complementary medicine.
- We pledge to treat pain from all conditions including pain from acute medical and surgical conditions, trauma, cancer, surgery and labour.
- You will experience healthcare professionals who enquire about your pain and who care about your comfort throughout your hospital stay.





**PAIN FREE
HOSPITAL**
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WHERE ARE WE TODAY?


IMPLEMENTATION

3 pilot hospitals <ul style="list-style-type: none"> • Hospital Putrajaya • Hospital Ipoh • Hospital Selayang 	5 additional hospitals <ul style="list-style-type: none"> • Hospital Sultan Ismail JB • HPRZII Kota Bharu • Hospital Melaka • HSNZ Kuala Terengganu • HTAR Klang
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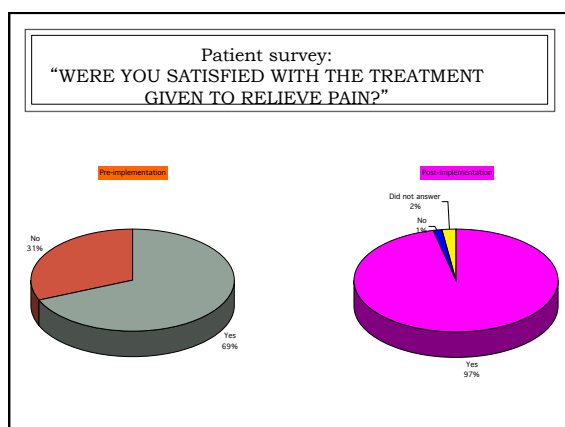
IMPLEMENTATION

2011 <ul style="list-style-type: none"> • 3 pilot hospitals • Hospital Putrajaya • Hospital Ipoh • Hospital Selayang 	2013 <ul style="list-style-type: none"> • 5 additional hospitals • Hospital Sultan Ismail JB • HPRZII Kota Bharu • Hospital Melaka • HSNZ Kuala Terengganu • HTAR Klang 	2014/2015 <ul style="list-style-type: none"> • Roll out to the rest of the country – anyone can come on board!
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PAIN AS THE 5TH VITAL SIGN




New 5th Vital Sign: Doctors' training module: Introduction



MELAKA HOSPITAL 2009: AUDIT OF 100 MEDICAL IN-PATIENT CHARTS 1 YEAR AFTER IMPLEMENTATION OF P5VS

Only 26% of patients with pain score of 4 and above had documented any action taken.



2009, Courtesy of Dr M Kauthaman

Hospital Selayang 2009: Survey of patients' experience

Table 3: Distribution of patients' response

Item	Response	%
1. Pain enquiry in during admission	Yes	67
	No	33
2. Pain enquiry in the ward	Yes	70
	No	30
3. Pain score measurement in the ward	Yes	18
	No	82
4. Administration of painkiller immediately after pain complain is made to the nurses	Yes	85
	No	15
5. Routine enquiry of pain in the ward	Yes	61
	No	39

HOSPITAL SELAYANG 2009: SURVEY OF DOCTORS ATTITUDE & KNOWLEDGE

(13) Pain as the 5th vital sign is now a policy in the Ministry of Health

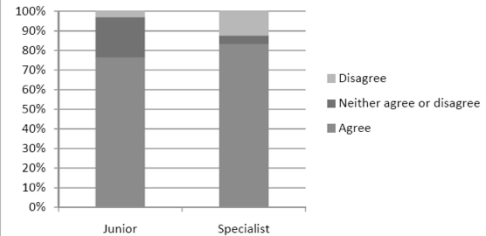


Figure 11: Awareness of Pain as the Fifth Vital Sign policy

HOSPITAL SELAYANG 2009: SURVEY OF DOCTORS ATTITUDE AND KNOWLEDGE

(6) I am confident in managing patients with acute pain

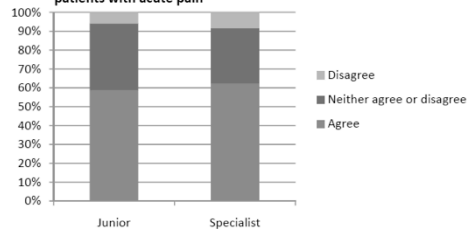


Figure 6: Doctor's self-confidence on managing acute pain



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CAN WE DO BETTER?