

Problem Definition



- Median time to pain management for patient with long bone fracture was well above the national average.
 - MMC: 126 minutes
 - National Ave: 45 mins
 - Top Performers: 31 minutes
- Goal to improve average time to < 45 minutes
- Started improvement tactics in December 2015

Gaps



- Staff unaware of our performance
- Staff did not understand the core measure criteria
- No standard process
 - Only 22% of Patients received pain medication before X-ray

Interventions



- **Posters about the measure**
 - Patient population
 - ✦ All patients with long bone fracture from time of arrival to administration of pain medication
 - Definition of Long Bone Fracture
 - ✦ Long Bone Fracture includes: Tibia, Fibula, Femur, Humerus, Ulna and Radius
 - What is included and excluded
 - ✦ Patients age 2 to 17 may have oral, intranasal or parenteral medication
 - ✦ Patients age 18 or greater must be given intranasal or parenteral medication
 - ✦ Excluded: Patients < 2 years old, patients that expire, or patients that leave AMA
 - Our scorecard
 - Our goal
 - Medication/Documentation Options
 - ✦ If no medication given there must be MD, APP or Nurse documentation as to why no pain medication was given
 - ✦ Examples: Patient did not receive because of nausea, declined, decreased respiratory rate, unconscious

Interventions

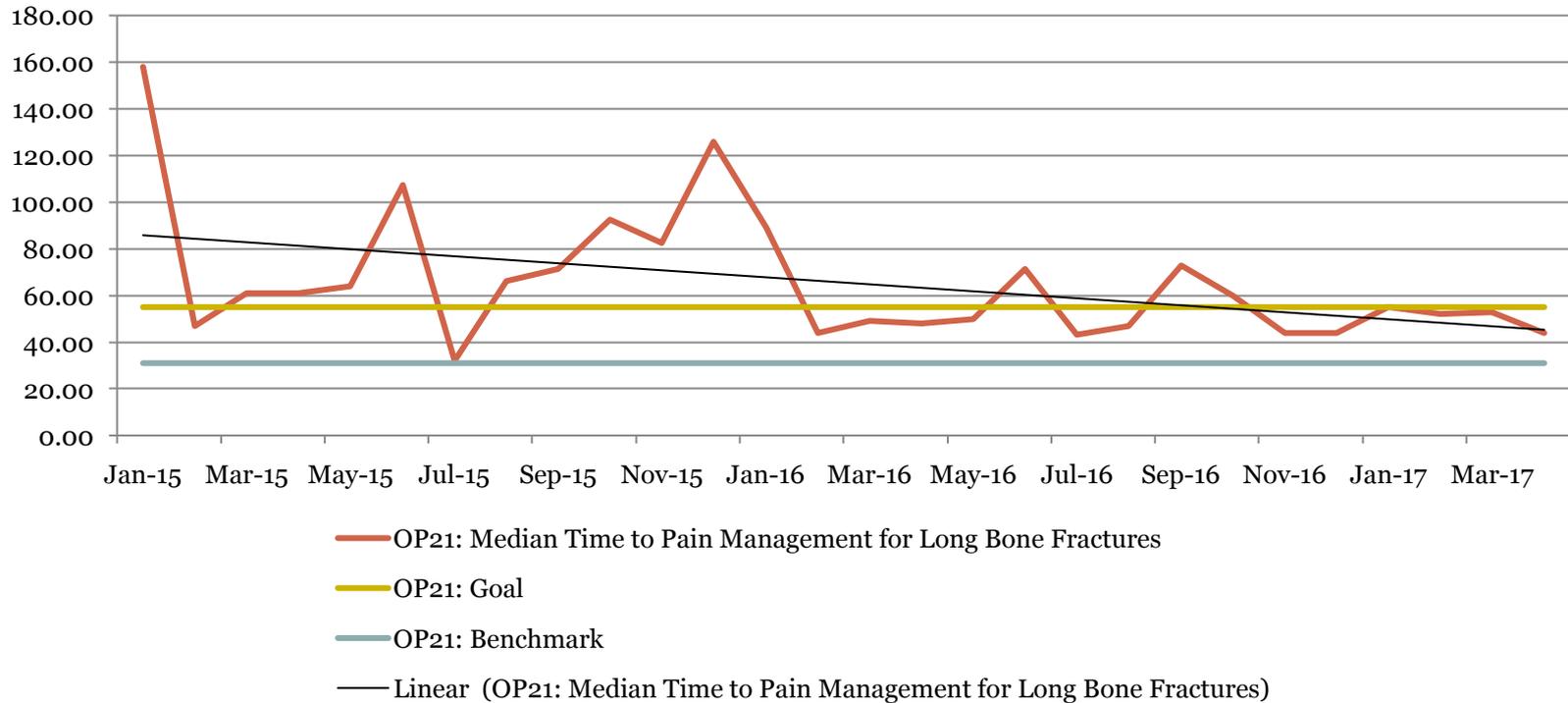


- Real time chart audits to monitor compliance
 - Educate ED staff on findings
- Request pain medication prior to going to Radiology
- In-service in a minute
- Education at daily safety huddle

Long Bone Pain Improvement



ED Median Time to Pain Management for Patient with Long Bone Fracture Jan, 2015 to Apr, 2017



Recognition



- Post Trend Graph that shows improvement
 - Median time now below goal
 - 50% of patients received pain med before X-ray compared to 22% prior to improvement interventions
- Recognize ED improvement in *Quality Tips* Newsletter
- Recognize ED improvement on Quality Pillar board