



Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

4. I Feel Your Pain

Team Huddle Question:

Clinical Staff Question: What nonpharmacological pain management strategies have worked best for you? Select one *new* strategy to suggest to your patients struggling with pain.

At the end of your shift, share one pain management story and patient results with your co-workers.

Non-Clinical Staff Question: How do you engage patients in non-medical conversations? What are good conversation starters?

At the end of your shift, share one story as to how a patient responded to your conversation with them. How did that conversation make your day better?

Research:

Goebel JR, Sherbourne CD, Asch SM, et al. Addressing patients' concerns about pain management and addiction risks. *Pain Management in Nursing*. 2010;11(2):92-98. DOI: <http://dx.doi.org/10.1016/j.pmn.2009.03.009>. Published September 14, 2009. Accessed May 13, 2015.

Greville-Harris M, Dieppe P. Bad is more powerful than good: the Nocebo response in medical consultations. *American Journal of Medicine*. 2015;128(3):126-129. DOI: <http://dx.doi.org/10.1016/j.amjmed.2014.08.031>. Published September 15, 2014. Accessed May 13, 2015.

Ingraham P. When to worry about low back pain: and when not to. What's bark and what's bite? Pain Science Web site. <https://www.painscience.com/articles/when-to-worry-about-low-back-pain-and-when-not-to.php>. Published 2009. Updated November 28, 2014. Accessed May 13, 2015.

White T. People who fear pain are more likely to suffer it. *Stanford Report*. February 1, 2006. <http://news.stanford.edu/news/2006/february1/med-anxiety-020106.html>. Accessed May 13, 2015.

Travaline JM, Ruchinskas R, D'Alonzo GE. Patient-physician communication: why and how. *Journal of the American Osteopathic Association*. 2005;105(1):13-18. <http://jaoa.org/Article.aspx?articleid=2093086>. Accessed May 13, 2015

Stewart MA. Effective physician-patient communication and health outcomes: a review. *Canadian Medical Association Journal*. 1995;152(9):1423-1433.

Beswick SE, Westell S, Sweetman S, Mothersill C, Jeffs LP. Being more conscientious, collaborative, and confident in addressing patients' fears and anxieties: nurses' perspectives. *Nursing Research and Reviews*. 2013;3:119-124. <http://www.dovepress.com/being-more-conscientious-collaborative-and-confident-in-addressing-pat-peer-reviewed-article-NRR>. Published August 17, 2013. Accessed May 13, 2015.

Pain management – HCHAPS. Healing Healthcare Systems Web site. <http://www.healinghealth.com/patient-experience/pain-management/>. Accessed May 13, 2015.