

Electronic Supplemental Material 3: Pre and post-intervention implementation percentiles by quarter and by HCAHPS question.

Q2 2017

Pain management- 1st percentile

Pain well controlled- 1st percentile

Staff do everything to help with pain- 1st percentile

Q3 2017

Pain management- 1st percentile

Pain well controlled- 1st percentile

Staff do everything to help with pain- 1st percentile

The new pain management performance improvement process was implemented on 9/1/2017.

Figure 2 shows pre and post-intervention implementation percentiles. The next 5 quarters of data, (Q4 2017 through Q4 2018) improved significantly with results for the following questions:

Q4 2017

Pain management- 69th percentile

Pain well controlled- 75th percentile

Staff do everything to help with pain- 58th percentile

Q1 2018

Communication about pain- 47th percentile

How often staff talk about pain- 30th percentile

How often staff talk about pain treatment- 64th percentile

Q2 2018

Communication about pain- 41th percentile

How often staff talk about pain- 36th percentile

How often staff talk about pain treatment- 45th percentile

Q3 2018

(Additional education was performed in June of 2018. This was done on individual basis by Performance Improvement nurses and at multidisciplinary meetings.)

Communication about pain- 82nd percentile

How often staff talk about pain- 93rd percentile

How often staff talk about pain treatment- 60th percentile

Q4 2018

Communication about pain-79th percentile

How often staff talk about pain-63rd percentile

How often staff talk about pain treatment-83rd percentile