

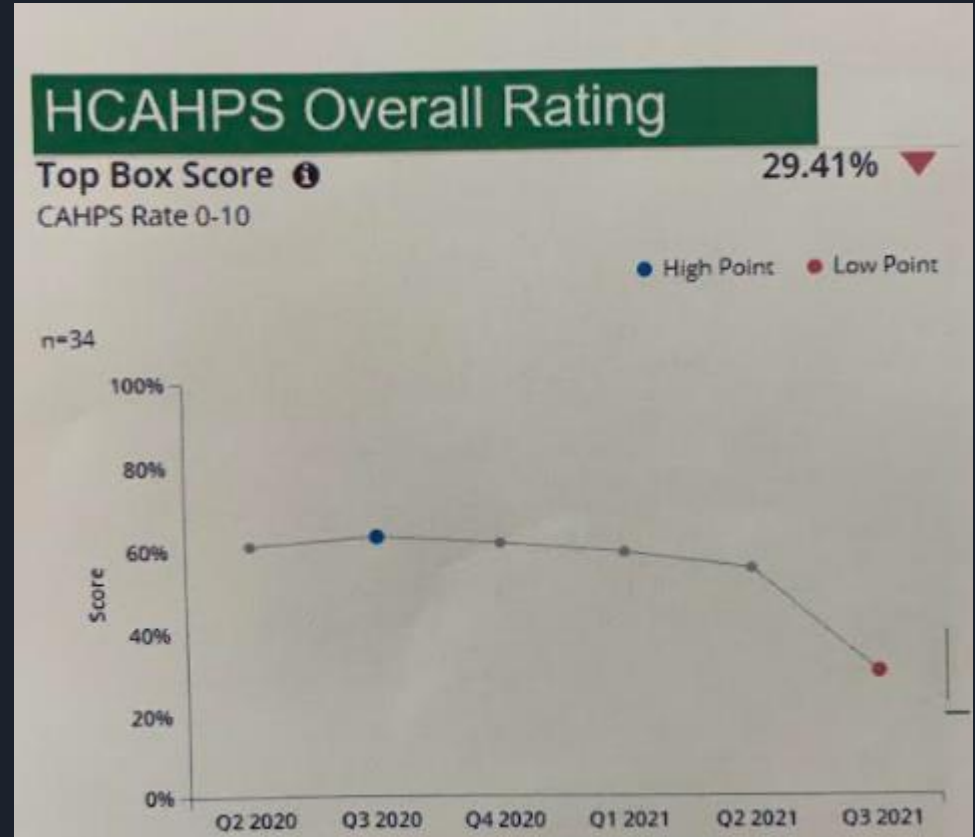


Quality Improvement: A Comfort Menu

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The Problem

- HCAHPS for patient satisfaction: 30% decrease from last year
- NURSES LISTEN: 10% decrease
- NSS OVERALL RATING: 20% decrease



Comfort Menu

- GOAL:
 - Increase patient satisfaction and HCAHPS scores
- English and Spanish
- Sections include:
 - Amenities
 - Entertainment
 - Spiritual Services

COMFORT MENU MENU DE CONFORT

Amenities:

- ☐ Blankets/Pillow
- ☐ Ice Pack
- ☐ Dim Lights
- ☐ Change Room Temperature
- ☐ Charge Phone
- ☐ Eye Mask/Ear Plugs

Comodidades:

- ☐ Mantas/Almohada
- ☐ Paquete de Hielo
- ☐ Luces Tenues
- ☐ Cambiar la Temperatura Ambiente
- ☐ Caragr Teléfono
- ☐ Máscara de Ojos/ Tapones para los oídos

Entertainment:

- ☐ Newspaper
- ☐ Magazine
- ☐ Books
- ☐ Playing Cards
- ☐ Puzzles
- ☐ Music

Entretenimiento:

- ☐ Periódico
- ☐ Revist
- ☐ Libros
- ☐ Mazo de Cartas
- ☐ Rompecabezas
- ☐ Música

Preference: _____

Preferencia: _____

Spiritual Services:

- Religion _____
- ☐ Spiritual Advisor Meeting

Servicios Espirituales:

- Religión _____
- ☐ Reunión de Asesores Espirituales



Effective Sleep Management

- Sleep is necessary
- Multiple factors affecting sleep quality
- Sleep promotion include the following:
 - Noise reduction
 - Pain management
 - Quiet time
 - Cluster nursing care
 - Eye masks and earplugs



Music Therapy

- Cerebrovascular Accidents
 - Post-stroke fatigue (Su et al., 2020)
- Music therapy study
 - 30 minutes a day, 5 days a week for 8 weeks
 - Fatigue Stroke Scale (FSS)
- Music therapy implementation
 - Preference



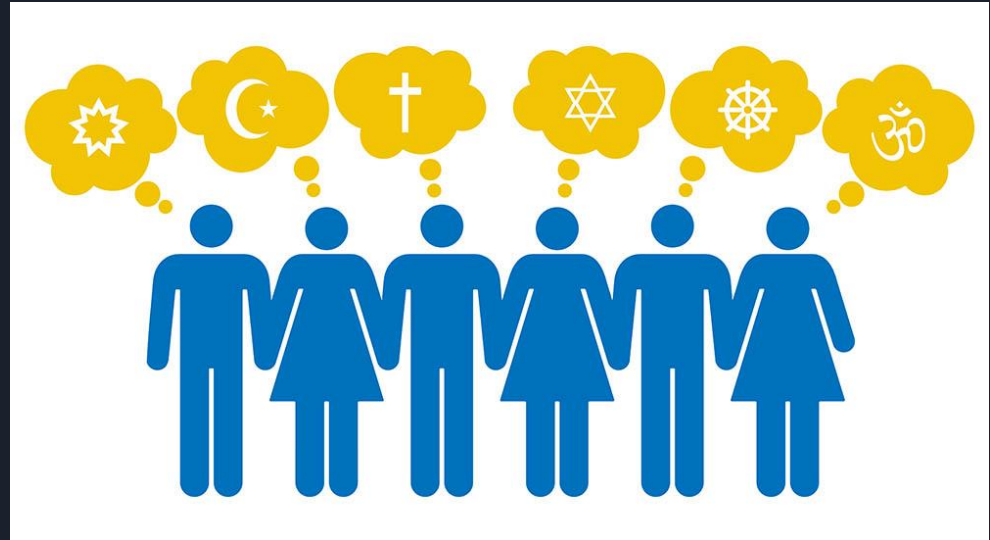
Non-Pharmacological Pain Management



- Non-Pharmaceutical options were underutilized.
- Multiple non-pharmaceutical options were implemented as part of a comfort menu.
- Progressive improvement was shown throughout the study.

Spiritual Therapy

- Source of strength
- Stress relief
- Several studies have shown chaplain/spiritual advisor meetings:
 - Increase patient satisfaction
 - Increase quality of life
 - Increased readiness to go home
 - Shorten length of stay
 - More likely to recommend
 - (Kirchoff et al., 2020)
- Comfort Menu



Comfort Menu Implementation



<https://ed.eu/project-updates/results-survey-social-economy/>

- Why A Comfort Menu?
- Implementation at the University of Kansas Health System (Moore et al., 2019)
- Of 147 patients
 - 94% positive feelings and reattempt
 - 70% effective pain management
 - 51% “getting better”
- How does this relate to the NSS floor?



Current Practices vs. Evidence-Based Practices

Current Practices

- Blankets
- Extra Pillows
- Ice Packs
- Newspaper
- Magazines
- Spiritual Services

*Items available per request

Evidenced-Based Practices

- Amenities:
 - Blankets, pillows, ice packs, eye mask, ear plugs, dim lights, change room temperature, charge phone
- Entertainment:
 - Newspaper, magazine, books, playing card, word puzzles, music therapy
- Spiritual Services:
 - Spiritual advisor meeting

Conclusion: Implications for Nursing

- Initiate Conversations to open lines of communication
- Holistic Approach for Pain Management
- Potentially Reduce requests for pharmacological interventions
- Can make time management more effective



<https://prazosin-hypertension.weebly.com/nursing-considerations.html>



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