

# COMMUNICATION

“The basic building block of good communication is the feeling that every human being is unique and of value .” — Author Unknown

“To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.” — Anthony Robbins

“Deep listening is miraculous for both listener and speaker. When someone receives us with open hearted, non-judging, intensely interested listening, our spirits expand.” — Sue Patton Thoele

“Give me the gift of a listening heart.” — Mother Teresa

“If there is any great secret of success in life, it lies in the ability to put yourself in the other person’s place and to see things from his point of view - as well as your own.” — Henry Ford

“Kind words can be short and easy to speak, but their echoes are truly endless.” — Helen Keller

Box Butte General Hospital Values  
◆ Safety ◆ Excellence ◆ Compassion  
◆ Integrity ◆ Devotion ◆ Teamwork



Communicating with Your  
Healthcare Team about Your Pain



## **Functional Pain Scale** Speaking a Common Language

### **Discomfort and Pain**

↑	0	Pain Free
	3	Tolerable
	5	Very Distressing
	8	Excruciating
↓	10	Incapacitating



# FUNCTIONAL PAIN SCALE

A Functional Pain Scale is a tool we use at BBGH to determine both the intensity of your pain and the impact the pain is having on your emotional and physical well being, your ability to function normally, and participate in your daily tasks like work, rest, routine activities and recreation.

A pain level of 2 does not mean the same for everyone. For some people a sprained ankle or headache might be a 2 for another it might be a 7. When we talk about how the pain from the injury or illness interferes with your daily activities it helps the health care team develop a reasonable pain treatment plan with you.

No pain or discomfort.

Most of the time you do not think about the pain. Does not impair ability to move fully with normal speed or strength.

Does not impair ability to move fully with normal speed or strength.

Beginning to cause difficulty moving or impair strength in the painful area. May affect productivity or performance. Causes you to take small breaks to rest or stretch.

Moderate difficulty moving and causes guarding of affected part. Decreased strength in painful area. Affects productivity and performance and requires breaks to rest and/or stretch.

Disabling pain. Causes difficulty moving or applying any strength to the painful area. Guarding and limited use of the painful part. Frequent breaks to rest and/or stretch may interfere with falling asleep.

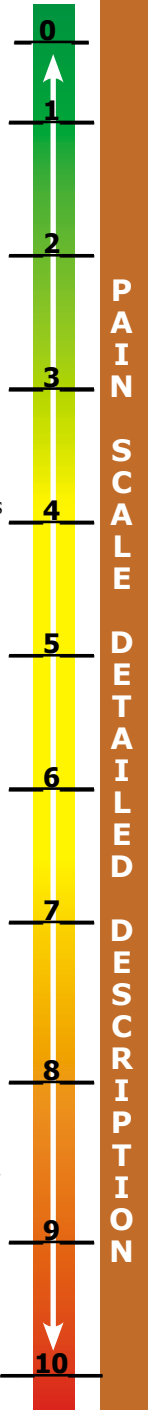
Disabling pain. Significant difficulty moving or applying any strength to painful area. Avoids using affected part. Unable to perform work and home responsibilities normally. Frequent breaks to rest, stretch, and/or change position.

Severely disabling pain. Cannot use or move painful area. Needs assistance to perform daily and routine tasks. Cannot use or apply any strength to affected part. Need to lie down. May cause tearfulness. Interferes with ability to rest or sleep.

Totally disabling pain. Unable to perform any care for self or concentrate on anything other than the pain. May cry inconsolably. May move or rock constantly or assume a fetal position. Unable to participate in conversation. Cannot sleep. Resists physical touch.

Hospitalization needed. May become nauseous. May be unable to answer questions appropriately. Difficulty following directions. Behavior changes that may include withdrawing; verbal and/or physical violence. Yelling out. Resists physical touch.

Requires emergency intervention. Completely incapacitated and unable to follow directions. May exhibit symptoms of shock.



0 Zero (None)	Pain free.
1 One (Very Mild)	Very mild pain. Barely noticeable. Uncomfortable.
2 Two (Uncomfortable)	Discomfort. Minor pain. Noticeable but does not interfere with normal function, Aware of pain, but easily ignored.
3 Three (Tolerable)	Pain is noticeable but tolerable. You may adapt to it and be able to ignore it all or part of the time. Irritating. Nagging.
4 Four (Distressing)	Distressing, strong and/or deep pain. Tolerable but always noticeable. Cannot ignore it. Able to communicate normally.
5 Five (Very Distressing)	Strong, deep, piercing pain. Pre-occupied with managing it. Begins to interfere with daily and routine activities.
6 Six (Intense)	Strong, deep, piercing pain that can dominate our senses and begin to interfere with clear thinking. Very distracting.
7 Seven (Utterly Horrible)	Strong, deep, piercing pain. Dominates senses causing unclear thinking 50% of the time. Interferes with communication and ability to cope with normal stressors. Difficult to concentrate on anything but the pain.
8 Eight (Very Intense)	“Horrible” pain that consumes you. Unable to think clearly at all. Personality changes seen if pain has been present for an extended period. May seek and require hospitalization.
9 Nine (Excruciating Unbearable)	“Unbearable” intolerable pain. Will seek and accept any method of relief regardless of associated risks. No joy in life whatever.
10 Ten (Unimaginable Unspeakable)	Unimaginable pain. Unable to talk. May cause loss of consciousness.

**Box Butte General Hospital (BBGH)** is committed to working with you to manage your discomfort. One way to reach this goal is improving communication between you the patient, and staff. BBGH has developed tools for better understanding of how your pain is affecting you, as well as methods for improving your level of pain.

**Pain Management may not mean absence of pain.** It means controlling pain to a level that allows for healing, improvement of ability to perform daily functions and return to your normal activities.

## EXPECTATIONS

**Patients** can expect respectful, attentive, professional care during their stay. Consultation with Pharmacy and other qualified pain specialists can be scheduled. Please ask a member of your health care team for additional information.

**Staff** expects you, the patient, to inform them of your discomfort. It is important for staff to frequently evaluate your pain level, so they will ask often. It is vital that patients be truthful. If you have fears of addiction or “bothering the staff,” be assured it is our desire to provide the safest, most effective pain management available.

**Pain management does not always require medication. Other options can be effective. Please discuss these options with a member of your healthcare team.**

# What you Need to tell your Health Care Team about Your Pain

Pain is easier to manage when caught and treated early, before it gets out of control or becomes incapacitating. Tell your nurse or provider when you have pain even if they don't ask. Tell them where and when it hurts, if it stops you from sleeping, dressing, walking, or climbing stairs. The more they know about your pain the better they can treat it. The following are some of the words that can be used to describe your pain.

\_\_aching \_\_bloating \_\_burning \_\_cramping \_\_comes and goes \_\_constant \_\_cutting \_\_dull \_\_numbing \_\_pressing \_\_pressure \_\_pulling \_\_radiating \_\_searing \_\_sharp \_\_shooting \_\_soreness \_\_stabbing \_\_throbbing \_\_tightness

Tell a member of your Health Care Team:

- What it prevents you from doing
- What makes it better or worse
- If you are in pain most of the time
- Activities that make your pain worse
- Pain mediation, including over the counter drugs, you are taking and if they help
- Other things that relieve your pain - i.e. hot showers, position changes, exercise, etc.

## EVENT LOG

ACTIVITY WHAT WAS I DOING	PAIN LEVEL "SEE CHART"	TIME REPORTED TO STAFF	WHAT WAS DONE? TIME?	RESULTS





- Perfectly Normal

- Able to adapt to pain
- Does not interfere with most activities
- May use cushions, position changes, environmental changes, medications, etc.

- Unable to adapt to pain
- Interferes with many activities
- Requires lifestyle changes
- Independence maintained

- Unable to engage in normal activities
- Disabling
- Unable to function independently due to pain
- Forces you to seek medical attention