



Qsource's Pain Management & Opioid Safety Collaborative: Person-Centered Strategies that Reduce Risk and Improve Satisfaction

Through CMP reinvestment funds, Qsource led a **statewide pain management and opioid safety collaborative** to help Tennessee skilled nursing facilities reduce reliance on opioids and adopt more person-centered, non-pharmacological approaches to pain. Facilities engaged in structured training, clinical coaching, and adoption of innovative tools like a “comfort menu” to improve resident quality of life while reducing risk.

Engagement Strategy

Participating nursing homes received:

- Education on opioid alternatives and non-pharmacologic pain management
- Support in documenting specific pain indications
- Tools like the PEG pain scale and comfort menu implementation guides
- Pharmacy review coaching and care plan revision support

Qsource provided clinical pharmacy consultation, nursing education, and quality improvement guidance throughout the engagement.

Results

- Many participating facilities **discontinued all opioid use** for select residents
- Documented improvement in **resident satisfaction with pain management**
- Introduction of non-opioid comfort measures like music therapy, chocolate pudding, and other personalized interventions
- Specific pain indications now guide medication use and care planning

Key Insight

Small, resident-specific changes — like a comfort menu or music therapy — combined with clinical oversight and Qsource coaching, resulted in a measurable reduction in opioid use and enhanced satisfaction. Person-centered interventions can transform pain management culture across facilities.

“We’ve successfully discontinued all our opioids and revised plans of care to support non-opioid alternatives.”

“Music therapy helped distract residents from pain; they’re eating better and happier overall.”

“Chocolate pudding was the most popular comfort item and is now always available!”

