

CASE STUDY

How Nurse Maude Hospital in NZ transformed pain management with PainChek®





About Nurse Maude

Nurse Maude is one of Aotearoa New Zealand's longest-standing providers of community, hospital and residential care services, with a team of over 1,250 people delivering care across these settings.

Its hospital-level aged residential care facility supports people with high and complex needs, including many patients who have a dementia diagnosis or live with cognitive impairment.

Identifying and managing pain early is critical to delivering safe, high-quality, person-centred care – an approach Nurse Maude prioritises through its people and practice.



THE CHALLENGE

Objective pain assessment for patients who cannot verbalise their pain

Before introducing PainChek®, staff at Nurse Maude hospital relied on manual documentation, observation and subjective pain assessment tools. This led to variability in how pain was assessed, monitored and managed.

The clinical team needed a tool that could:

-  Improve accuracy and consistency of pain assessment
-  Support residents unable to reliably verbalise pain
-  Strengthen confidence in clinical decisions
-  Improve follow-up and communication with GPs and families (whānau)

THE SOLUTION

Embedding PainChek® into everyday practice

Nurse Maude introduced PainChek®'s medical device for pain assessment in 2024 as part of its commitment to improving care quality and outcomes.

Staff found the tool quick and simple to adopt:

It was easy to get started with PainChek®. It's straightforward, clear and using the tool quickly became part of our routine practice.

Ellamieh Rosa,
Registered Nurse at Nurse Maude

PainChek® is now fully embedded across daily workflows, including:



Admission assessments to establish a baseline of the patient's pain levels



When a patient expresses or displays signs of discomfort



Scheduled observations and daily rounds



Repositioning and personal care activities



Before and after PRN pain relief or other medication administration



Review and documentation of pain management effectiveness, supporting handovers and GP communication



Pre- and post-wound dressings

Ruth Abad, leads training for all new staff on the use of PainChek® across departments:

I do the onboarding when staff come for orientation. PainChek® is also discussed at the clinical meeting where we share ideas on how we can better implement it on the floor

Ruth Abad,
Clinical Nurse Educator at Nurse Maude

THE IMPACT

Better pain identification, follow-up and care decisions

Since introducing PainChek®, Nurse Maude has seen clear, measurable improvements:



-  **Patients' pain is monitored more frequently and consistently**, enabling earlier identification and intervention.
-  **Care teams are reviewing and adjusting pain management in real-time**, rather than one-off checks.
-  **Previously unrecognised or under-reported discomfort is being detected**, supporting timely clinical action.
-  **Real-time data informs person-centred care:** Care teams can respond more quickly and tailor care to each patient's immediate needs.
-  **Improved consistency and documentation:** Pain information is recorded more reliably, strengthening communication with GPs and supporting multidisciplinary decision-making.
-  **Pain assessment and monitoring align with national standards Ngā Paerewa**, supporting evaluation of pain management effectiveness.

Staff also report improvements in clinical confidence, documentation and multidisciplinary collaboration:

PainChek® allows us to have data to support our review with GPs around appropriate pain management. It provides a confirmation of the resident's pain level and what our pain management should be, and how effective these interventions are.

It also meets Ngā Paerewa standards, giving us a tool to assess, monitor and evaluate effectiveness of a medication (pain relief).

***Napat Sirihongthong,
Service Manager at Nurse Maude***

Benefits for patients, staff & whānau

PainChek® has had a meaningful impact on patients, staff and families, strengthening person-centred care and supporting more confident clinical decision-making.

01. For patients

-  Earlier identification and better monitoring of pain
-  Improved comfort, particularly for non-verbal or cognitively impaired residents
-  More effective pain relief, including in palliative and end-of-life care

PainChek® helps to determine the level of pain and with the utilisation of analgesia. It then helps to recognise the effectiveness of the analgesia.

Pooja Gupta,
Registered Nurse at Nurse Maude

PainChek® is very helpful, especially with non-verbal patients.

Tijana Rausevic-Tobdzic,
Registered Nurse at Nurse Maude

02. For staff

-  Clear, objective guidance reduces uncertainty
-  Greater confidence in clinical decision-making
-  Stronger evidence to support pain management reviews

The tool provides clear, objective guidance, especially when assessing residents who are unable to verbalise their pain. It has reduced uncertainty about whether behaviours are pain-related or due to other unmet needs.

Ebin Scaria-Jose,
Registered Nurse at Nurse Maude

Benefits for patients, staff & whānau

It gives us a clear and objective measure of pain. Easy to use and very useful for supporting end-of-life care and how we manage pain.

Catherine Millabangco,
Registered Nurse at Nurse Maude

03. For families (whānau)

 Increased confidence that pain is being assessed objectively

 Reassurance that discomfort is recognised and addressed promptly

We have residents on palliative care who can't verbalise their pain or discomfort. With the use of PainChek®, we have managed their pain a lot better. Families and patients are happy that we are using a pain assessment app to better assess and manage their pain levels.

Hermie Nuqui,
Registered Nurse at Nurse Maude

Highlighting the positive impact on staff confidence in clinical-decision making, and on patients' comfort:

Pain is talked about more and pain assessment is readily available, so staff are more open to completing one. It puts into a visual representation how much pain a resident is in and they strive to alter that. With pain assessment done, they feel more confident to give out pain medication.

For residents, having pain relief immediately improves their mood and tolerance for interventions such as wound dressings. They are appreciative that they are asked about their pain levels, and families are grateful. Anybody who sees us using PainChek® for the first time is impressed that we have access to this technology

Ruth Abad,
Clinical Nurse Educator at Nurse Maude

Stepping into the future of pain assessment

Nurse Maude's experience shows how AI-enabled pain assessment can strengthen care quality and support better outcomes.



I would strongly advocate for PainChek® to be available to all nurses in all fields. It makes pain assessments so much more credible and accessible. Time to step into the future of pain assessment

*Ruth Abad,
Clinical Nurse Educator at Nurse Maude*



Interested in bringing PainChek® to your organisation?

Get in touch to learn how PainChek® can support better care outcomes across your organisation.

Visit www.painchek.com

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