The second trial is underway in the Glen Innes Area and involves all HACC services cooperating in an unprecedented way. Data has been collected about clients involved in the trial that includes total fees currently paid for all services and specific detail regarding their financial situation. This has already given a unique insight into which services are in reality collecting the majority of fees and also, how much disposable income clients have left to pay for essentials such as food, bills and social activities.

**Conclusions:** The difference in format implied greater confidentiality of attitudes in the internet-based that allowed more negative attitudes to be expressed. Attitudes toward older workers appear more negative than attitudes toward older adults in general.

**Early detection and management of pain in older people in the acute care setting: An innovative approach to practice change**

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**Issues:** Elderly people characteristically under-report their pain and some regard pain as a normal part of growing old. Recent research notes that hospitalised patients continue to experience unacceptable levels of pain (Potter et al., 2003). Research also highlights that assessment of pain by healthcare staff is rarely documented and this may be a contributor to poor pain management. Many health care organisations fail to make pain management part of their core business (NICS, 2003) and health care professionals outside specialist pain services do not assess or document pain (NICS, 2003).

**Discussion:** The project team developed, implemented and evaluated a multidisciplinary pain education program designed specifically for older adult patients. The education program included education outlining pain assessment and management for older people. The program was supplemented with promotional media including distinctive signage “Targeting pain”. Following the education program staff members were encouraged to wear badges with a logo: “Pain? Let me know”. Prior to commencing the project, an audit of patient’s notes was conducted in the ward and repeated later. Patients were surveyed and face-to-face interviews were conducted with four patients to explore experiences and satisfaction. A focus group was also conducted with health staff in order to explore perceptions of the approach used.

**Conclusions:** Outcomes resulted in:

- increase in the number of patients assessed for pain
- increase in the number of people receiving analgesia
- increased capacity amongst staff in relation to pain management
- enhanced collaboration between medical, nursing and allied staff
- Increased patient and staff satisfaction with care received and given
- Insight into the efficacy of promotional media

**References:**
