Improving Patient Experience by Providing Consistent Education Regarding Medication Side Effects

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Improving Patient Experience by Providing Consistent Education Regarding Medication Side Effects

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Purpose
To improve patient satisfaction via HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey scores and improve staff consistency in delivering medication/side effect information by providing individual education to staff.

Background
The first quarter 2015 hospital wide HCAHPS scores indicate that only 42% of our patients report that staff "always describe medication side effects". This is below the national benchmark of 72%. In January, the Medication Side Effect Information Sheet (MSEIS), a 1-page tool describing common discharge medication and their side effects, was distributed to all inpatient units and although overall hospital scores increased, the unit specific scores for the 41-bed inpatient Cardiology Unit (6 East) did not. A thesis was proposed: All staff need the same education and information to use this tool effectively.

Goals
- Understand barriers to using the MSEIS tool
- Train all 6E nurses to effectively and consistently use the MSEIS
- Increase consistency of patient education
- Increase unit specific HCAHPS scores regarding medication education to national benchmark of 72.

Intervention
- Pre-and post-implementation surveys of 6E nurses comfort level on using MSEIS
- Developed consistent patient medication side effect teaching approach and trained all 6E nurses to use it
- Moved MSEIS tool to be readily accessible
- Used shift change huddles to reinforce importance of MSEIS
- Made discharge phone calls 48-72 hours after discharge to evaluate patient experience and satisfaction with medication education
- Consider creating a cardiology specific MSEIS to add the frequently used cardiac medications not included in the current MSEIS

Evaluation
- Team members completed 1:1 training for 100% of 6E nurses
- Continuing audits showed increase use of the MSEIS tool (see graph).
- Follow up phone calls, completed for 129 patients (59% of patients discharged home) indicated that patients had received the intended medication information (see graph).
- HCAHPS scores lag by several weeks so it is premature to draw conclusions about the impact of the interventions. Preliminary data from July discharges suggest that 45% of patients responded that the 6E nurses “always describe medication side effects”.
- The post-intervention survey revealed that of the 29% of nurses on 6E responding, 100% self-reported using the tool consistently.

Next Steps
- Ongoing monitoring of HCAHPS score for “always describe medication side effects” and of unit’s MSEIS usage.
- Plan to reduce interruptions during the patient discharge education process. “Honor the Discharge” by taking the time necessary to discuss discharge medications adequately.
- Consider creating a cardiology specific MSEIS to add the frequently used cardiac medications not included in the current MSEIS.

References:

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