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# Communication Of Medication Side Effects In An Acute Care Hospital

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**Project:** R6 - Communication about Medications  
**Last Updated:** 8/21/2017

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**Problem/Impact Statement:**

Prior to this KPI, patients were not effectively taught the side effects of medications prescribed to them, creating a safety and risk issue. Previous attempts at educating patients had been ineffective and the nursing staff was looking for a better solution to this problem.

**Scope:**

**In scope:** All clinical staff working within the R6 unit at MMC

**Out of scope:** All clinical staff at MMC

**Goal/Objective:**

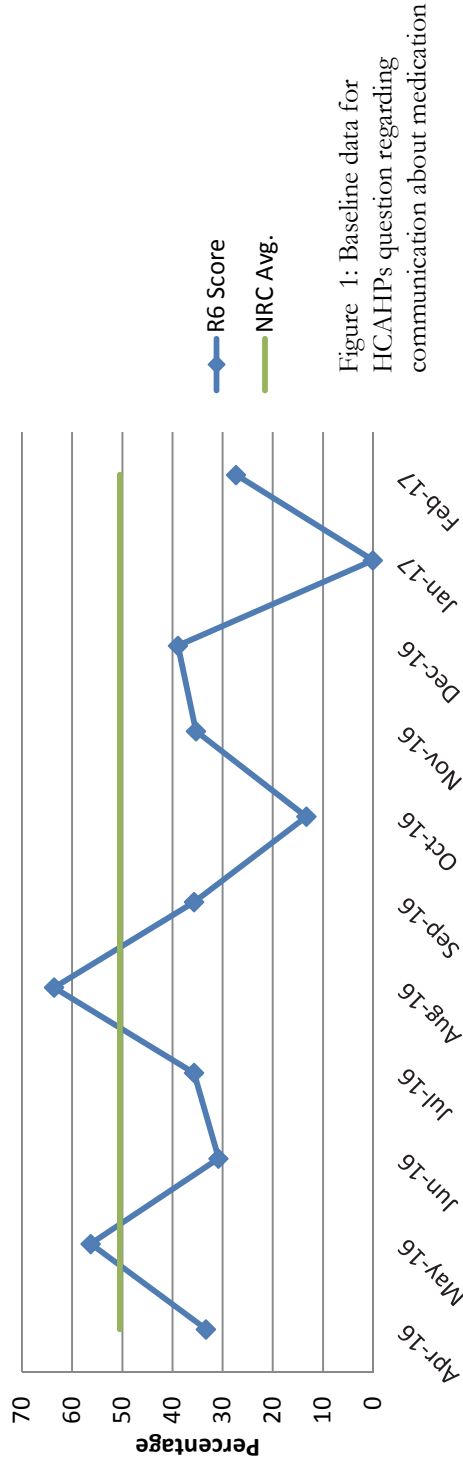
KPI 1 Goal: Educate patients about the medications prescribed to them

KPI 2 Goal: Have two new medications written on the patient whiteboard\* every day

**Overall Goal:** Ensure that patients report that they understand the side effects of their medications when asked, higher than the national average.

**Baseline Metrics/Current State:**

**R6 - Communication About Medications HCAHPS Score**



**Root Cause Analysis:**

**Reasons New Medications Not On Patient Whiteboard**

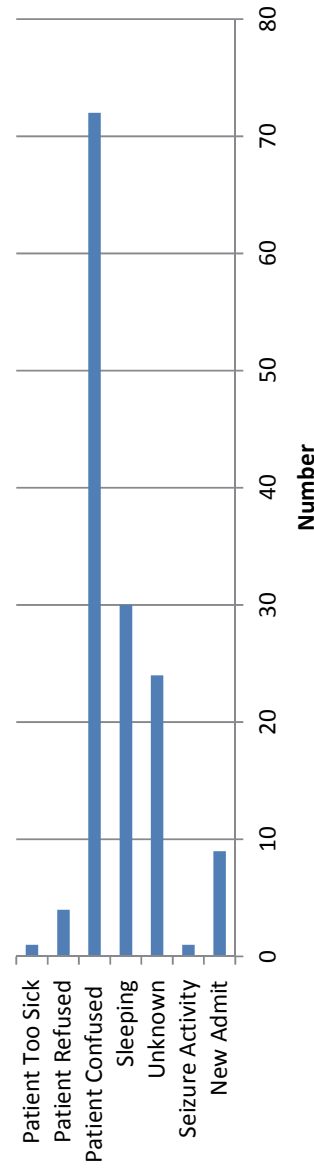


Figure 2: Reasons Patients did not receive two new medications on their whiteboards

**Countermeasures**

Action	Owner	Due Date	Status
Nurse gives an overview of medications to patient	R6 Nurses	March 2017	Ongoing
<b>Improvement Plan #1</b> – Team up with pharmacists, who will discuss the medications with at least two patients a day	Culture Safety Group	March 2017	Ongoing
<b>Improvement Plan #2</b> – R6 will no longer report out on confused and nonverbal reasons for goal not met	Culture Safety Group	April 2017	Completed
<b>Improvement Plan #3</b> – Write explanation/overview of two new prescribed medicines each day on the patient whiteboard	Culture Safety Group	April 2017	Ongoing
<b>Improvement Plan #4</b> – R6 will no longer report out on confused and nonverbal reasons for goal not met	Culture Safety Group	April 2017	Ongoing
<b>Improvement Plan #5</b> – Send out page to remind RNs to ensure medications are written on whiteboard at 9am and 9pm	Culture Safety Group	May 2017	Ongoing

**Outcomes**

**R6 - Communication About Medications HCAHPS Score**

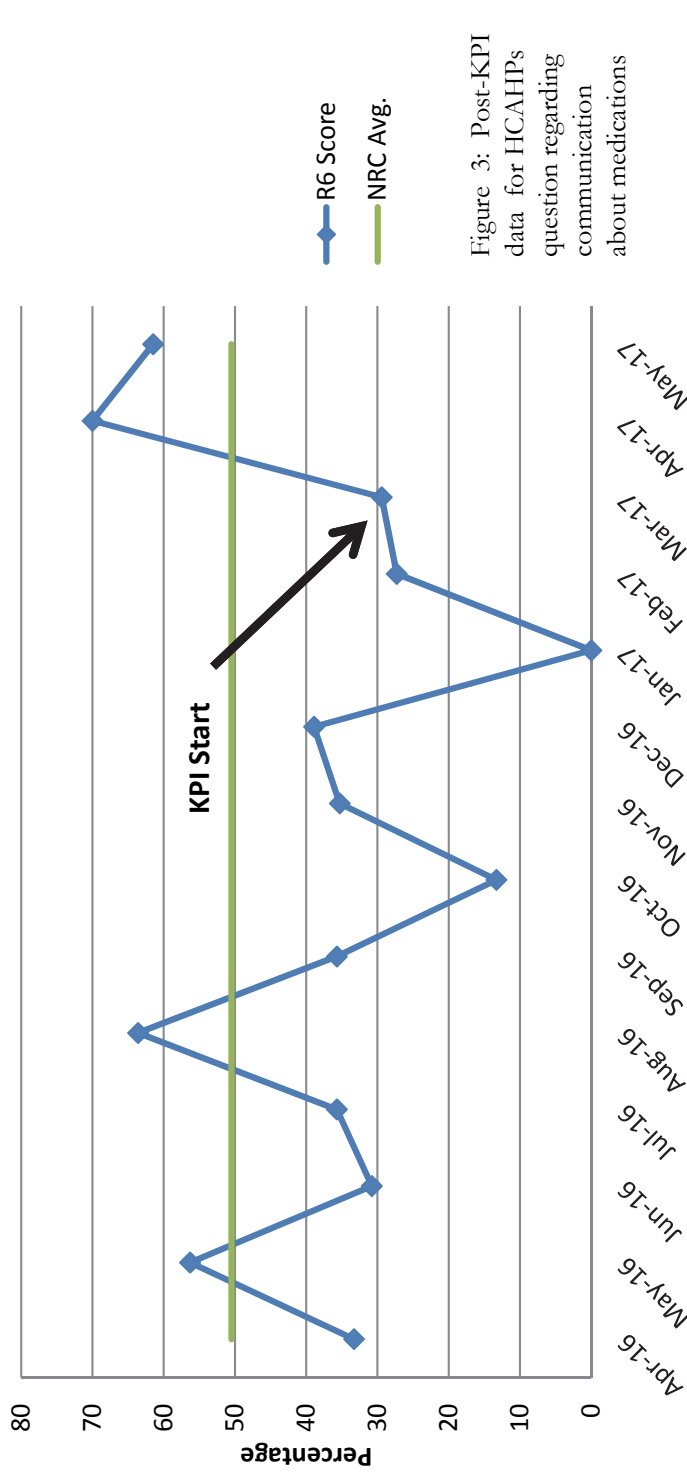


Figure 3: Post-KPI data for HCAHPS's question regarding communication about medications

**Next Steps**

Next steps involve hard-wiring and spreading these developed ideas:

- Instituting these procedures in orientation
- Partner with the doctors in the process (doctors can change the board when they change meds)