Communication about Medications

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

**Team Members:** Deb Bachand, Rachel Caiola, R6 Staff, Suneela Nayak, Stephen Tyzik, Ruth Hanselman

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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.

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

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**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

**Baseline Metrics/Current State:**

![R6 - Communication About Medications HCAHPS Score](image)

**Root Cause Analysis:**

![Reasons New Medications Not On Patient Whiteboard](image)

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**Countermeasures**

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

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**Outcomes**

![R6 - Communication About Medications HCAHPS Score](image)

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**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)

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**Executive Sponsor:** Mark Parker  
**Facilitator:** Haley Pelletier, Brendan Lilley

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**Figure 1:** Baseline data for HCAHPS question regarding communication about medications

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

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