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Communication about Medications

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

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Facilitator: Haley Pelletier, Brendan Lilley



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

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:

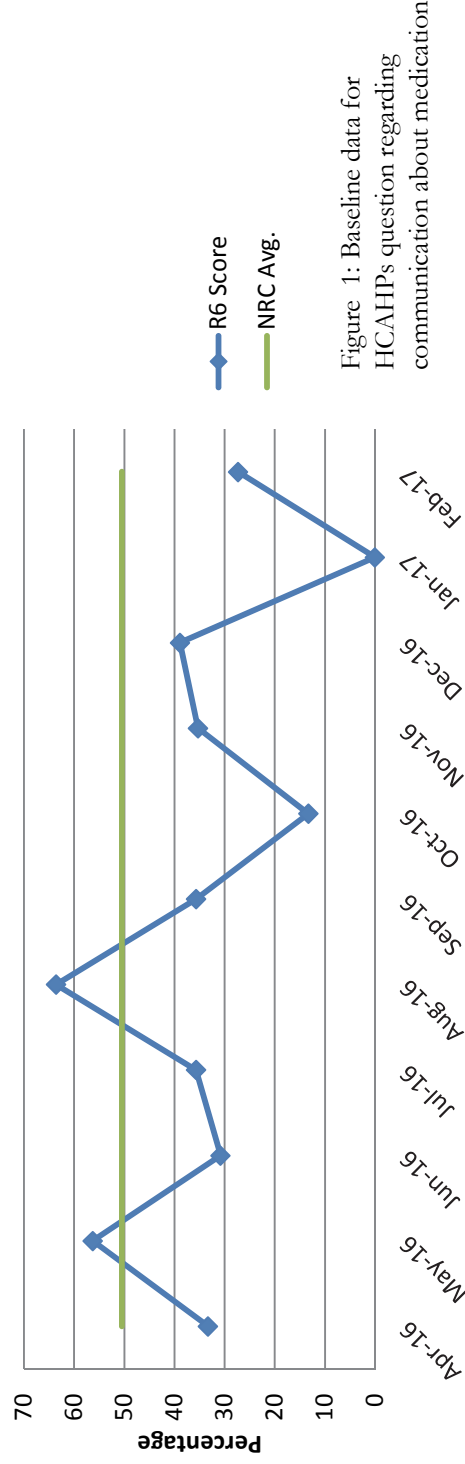
KPI 1 Goal: Educate patients about the medications prescribed to them

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

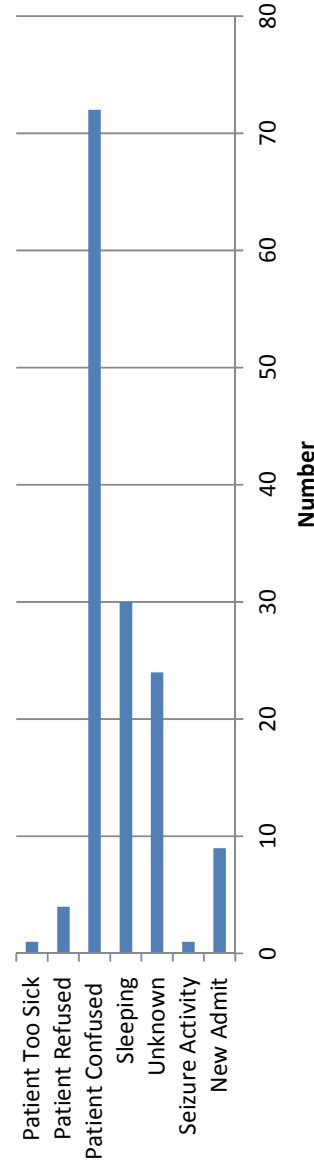


Figure 2: Reasons Patients did not receive two new medications on their whiteboards

Countermeasures

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

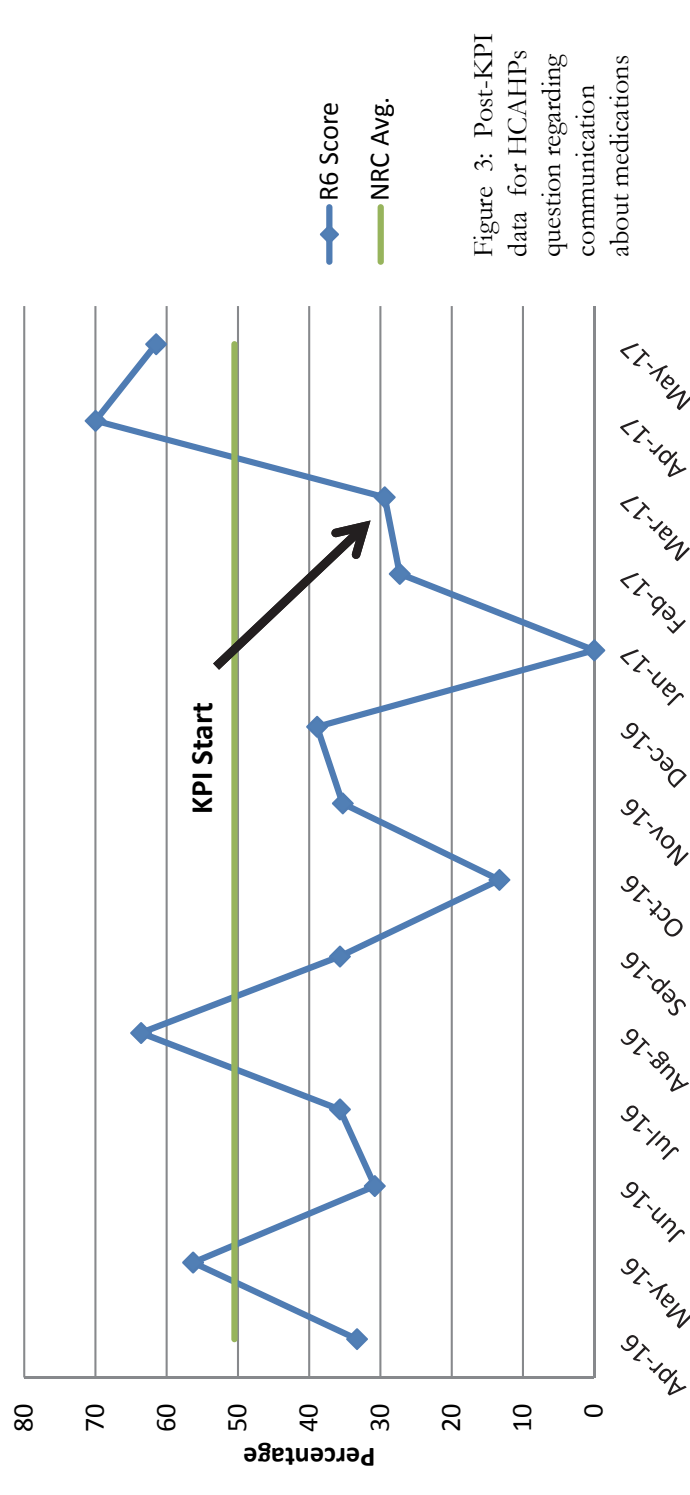


Figure 3: Post-KPI data for HCAHPS's question regarding communication about medications

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)