INTRODUCTION

- Education on new medications is vital to ensure appropriate use of therapy, patient adherence, and overall quality of care
- Effective communication and providing education on medications is a responsibility that nurses undertake due to their continuous interaction with patients
- The Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS) scores on medication teaching is an area needing improvement for many institutions

METHOD

- An 18 x 24 dry erase poster board was placed in each patient’s room on the wall in a visible area
- Nursing staff writes the names of new medications and most common side effects on the poster board
- Nurses refer to the poster board during administration of medications and update this board at every shift
- Nursing staff regularly use the “teach-back” method to emphasize potential medication side effects during hourly rounds and bedside report

RESULTS

- Question 1: Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
- Question 2: Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

PREVIOUS EXPERIENCE

- A team of nurses and unit pharmacist on an Internal Medicine nursing unit collaborated on a written template for common types of medications administered in the hospital and their most frequently seen side effects
- After approximately one year, our scores as conveyed by HCAHPS did not consistently show that patients were always provided education on new medications and side effects
- Modifications were made to the original teaching method and changes were implemented within the last six months

RESULTS CONTINUED

- Limitations to study
  - Staff turnover rates & need for utilization of institution’s nursing resource pool
  - Compliance of staff and inconsistencies with teaching methods
  - Availability of HCAHPS results for only 5 months
- Future directions
  - Hourly rounding performed by nursing director and manager
  - Increase nurses’ compliance & knowledge on teaching method
  - Constant reminders to use new poster method
  - Teach-back: requires nursing staff to have an understanding of patient’s learning ability to facilitate effective communication
  - Discharge education performed by unit pharmacist and unit discharge nurse
  - Home follow-up phone calls post discharge
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  - Increase patient safety and outcomes

CONCLUSION

REFERENCES

- Authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.