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One

Multi-Method Approach to Improving Patient Satisfaction
with Communication of Medication Side-Effects on a
Medical-Surgical Unit

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Disclosure Information

Presenter Name	Tru Byrnes, MSN, CNL, RN CMSRN
Conflict of Interest	None
Employer	Carolinas Medical Center-Main Charlotte, North Carolina
Sponsorship / Commercial Support	None



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Session Goal & Objectives

Session Goal

- Describe the use of scripted Ask 3 / Teach 3 technique combined with the use of Interactive Patient Care (IPC) technology as interventions to positively impact patient satisfaction on communication medication of side-effects.

Objectives:

- Describe the scripted Ask 3 / Teach 3 technique concept.
- Incorporate the use of IPC technology and health literacy concept of Ask 3 / Teach 3 to improve patient knowledge about medication side-effects.



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Setting



Carolinas Medical Center
(CMC-Main)
Charlotte, North Carolina
874 licensed beds
Level 1 Trauma
Teaching Hospital



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Setting

- 5T Med-Tele unit
- 36 private beds
- Patient population
 - GI, ENT, reconstructive plastic Sx, trauma, urology, & medical
- Nurse-patient ratio
 - 1:5 to 1:6



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Project Goals



- Develop an educational approach on how to use the scripted Ask 3 / Teach 3 technique to educate and evaluate medication teaching.
- Integrate IPC technology to enhance patient/family engagement into medication education.
- Determine its effectiveness in improving overall patient satisfaction scores related to communication of medication side effects using the Hospital Consumer Assessment Healthcare Provider System (HCAHPS) survey results as a measurement.



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Background

- Lack of medication knowledge
 - Decreased medication adherence
 - Increased hospital re-admission
 - Poor quality of life and outcomes
 - Increased healthcare costs
- The government mandated that healthcare providers must provide basic medication education to patients including
 - The reason for taking the medication, how to take it, and potential side effects
 - Hospital Consumer Assessment of Healthcare Provider and System (HCAHPS) survey to capture the patient's perception of whether they received adequate medication education.



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Problem Identifications



- 5T Medication side effect teaching was below the national benchmark of 68%.
- Financial retribution: 30% of hospital reimbursement is based on patient satisfaction

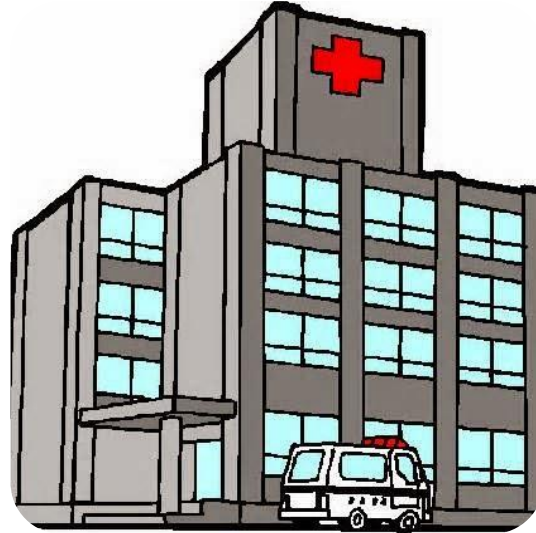


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Donabedian Framework



Processes

Establish a common method of teaching/evaluating (Ask 3 / Teach 3)

&

Engage patient/family to ask question during drug administration



Structure

Provides IPC technology
&
adequate staffing



Outcomes

Patient satisfaction
HCAHPS scores
related to communication
medication & medication
side-effects

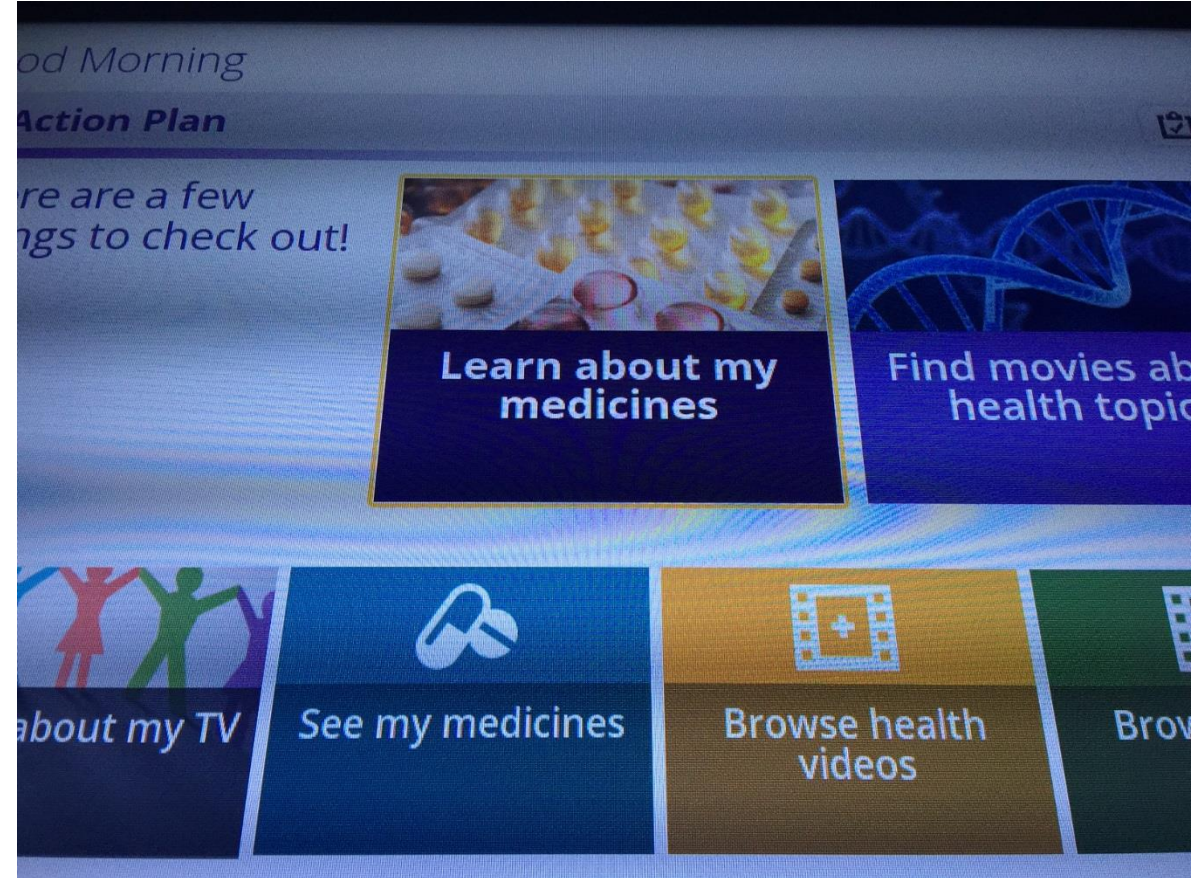
Procedures

- Staff education
 - Scripted Ask 3 / Teach 3 techniques.
 - Training staff on how to access the Interactive Patient Care (IPC).
- A Laminated scripted Ask 3 / Teach 3 was hung in each patient's room to encourage patient/family to engage in asking questions.
- A laminated patient education sheet containing the most commonly prescribed medications for the unit including the side effects was hung on each computer on wheel (COW) for easy access.



Procedures Cont...

- Patient education
 - Interactive Patient Care (IPC)
 - See my medicine
 - Learn about my medicine
- Encourage patient/family to ask questions



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Procedures Cont..

Patient Teaching Ask 3 / Teach 3 (Template)

Ask your nurse about your medications

- 1) What is this medication?
- 2) Why am I taking this medication?
- 3) What are the possible side effects?

In your own words please tell us what you learn about this medicine

- 1) This medication is_____
- 2) This medication was prescribed for_____
- 3) The potential side effects of this medication are_____



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5 Tower Common used Medications and Side Effects (Template)

Medications	Common Side Effects
Morphine, Dilaudid, Lortab (Hydrocodone/Acetaminophen), Percocet (Oxycodone/Acetaminophen), Oxycodone, OxyCotin	<ul style="list-style-type: none"> You may feel nauseated You may have a headache. You may have difficulty peeing and may be unable to go to bathroom because of constipation, You may feel sweaty, sleepy, or lightheadedness when you get up
Zofran (Ondansetron)	<ul style="list-style-type: none"> Your head may hurt and/or feel lightheadedness. You can have either constipation or diarrhea. You may have difficulty peeing.
Phenergan (Promethazine)	<ul style="list-style-type: none"> You may feel sleepy and have difficulty staying awake. You may have difficulty focus an object because your vision is blurry. You may feel lightheadedness or confusion.
Reglan (Metoclopramid)	<ul style="list-style-type: none"> You may feel sleepy You may have to go pee more often than usual and have diarrhea Your heart beat may be slower than usual which can make you feel weak and dizzy when get up
Toradol (Ketorolac)	<ul style="list-style-type: none"> You may feel drowsiness, dizziness and/or headache. If you noted swelling on your hands or feet, please let your nurse or doctor know right away.
Lovenox (enoxaparin)	<ul style="list-style-type: none"> You may feel itchy or bruising at the injection site You may see blood in your urine or bleeding. Make sure to let your doctor know.
Heparin	<ul style="list-style-type: none"> You may experience bleeding and/or fever. Make sure to let your doctor know
Ancef (Cefazolin)	<ul style="list-style-type: none"> You may have diarrhea. Your stomach may feel queasy and feel like throwing up. You may have infection cause Candida Fungus.
Zozyn (Piperacillin/Tozobactam)	<ul style="list-style-type: none"> Your stomach may feel irritated and queasy. You may have diarrhea. You may have a headache.
Vancomycin	<ul style="list-style-type: none"> You may have diarrhea and/or feel dizziness. It may hurt at the infusion site. Let your doctor know if you have ringing in the ear or skin rash.
Protonix (pantoprazole)	<ul style="list-style-type: none"> You may have a headache, dizziness, diarrhea, and/or nausea/vomiting.
Xanax	<ul style="list-style-type: none"> You may feel very sleepy and can't stay awake.
Ativan	<ul style="list-style-type: none"> Your blood pressure can drop low, which can make you feel lightheadedness and weakness. You may get confused and irritable.
labetalol	<ul style="list-style-type: none"> Your blood pressure may be drop. You may feel dizziness, weakness, and headache. Your stomach may feel queasy/throw up



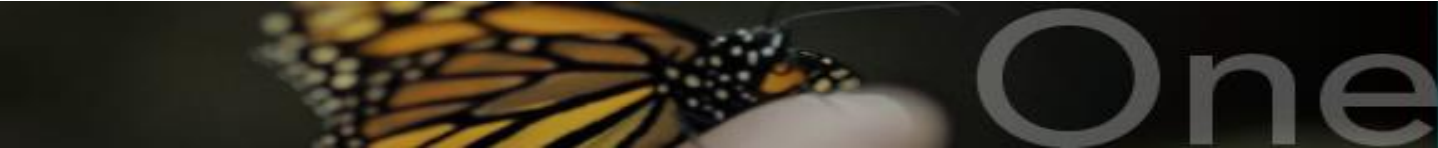
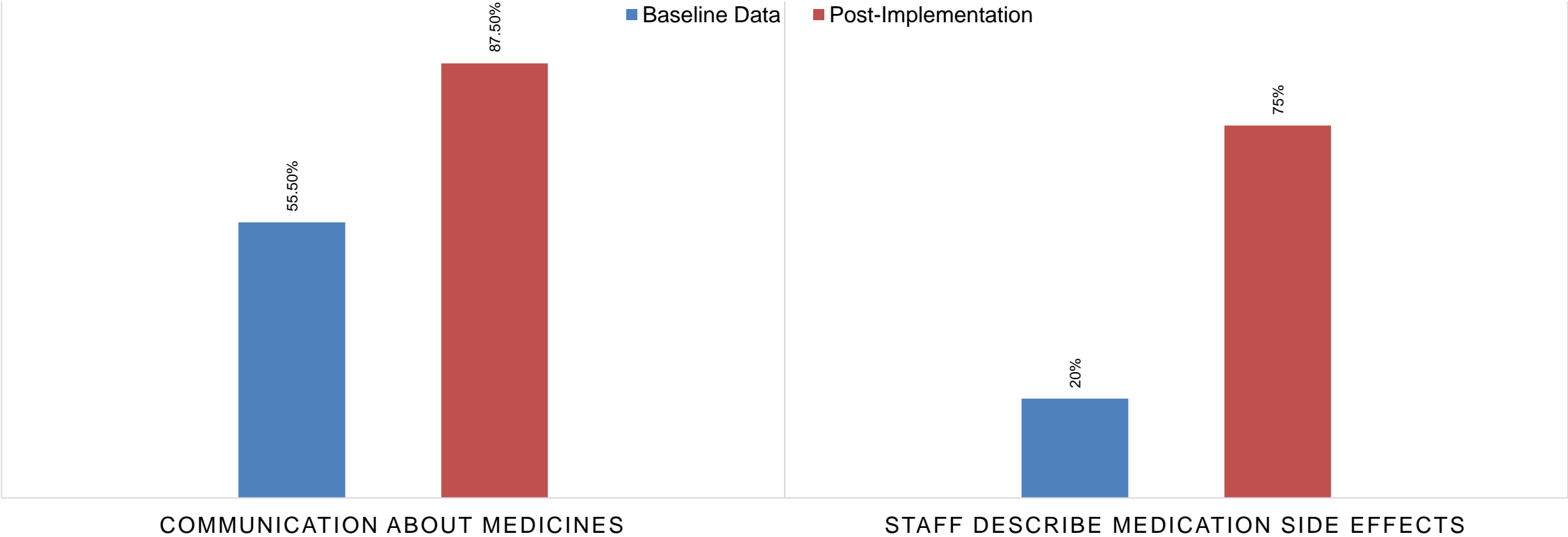
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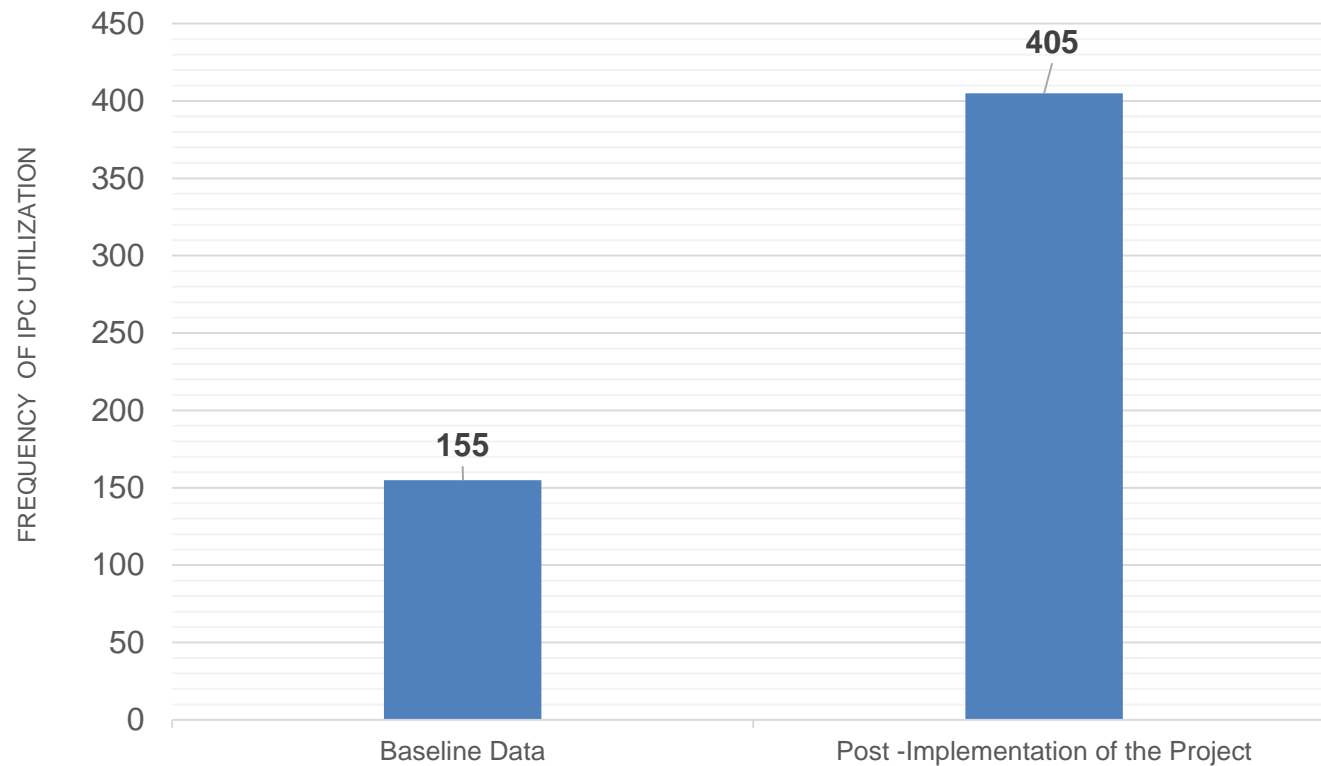
Results

PATIENT SATISFACTION HCAHPS SURVEY RESULTS



Results Cont..

IPC Utilization for Medication Education



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Recommendations

- Staff accountability
- Encourage staff to use scripted “Ask 3/ Teach 3” technique
- Adequate Staffing
- Scripted laminated Ask 3 / Teach 3 should be larger than 8 x 11 with larger prints
- Discuss the result with staff members
- Celebrate the wins



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