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# A Multi-disciplinary Approach to Patient Education of New Medications

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## Background/Significance

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) standardized survey shows scores on patient's satisfaction and perspective during their hospital visit. According to 5K's HCAHPS score, patients felt that they lacked education on the purpose and side effects of their medications.

|                      |          |       |      |      | _    |          |      |      |      |      |      |         |            | 1007.0 |            |
|----------------------|----------|-------|------|------|------|----------|------|------|------|------|------|---------|------------|--------|------------|
|                      |          |       |      |      | _    | Y 2015 I |      |      | S 41 |      |      |         |            |        |            |
|                      | lost 4.4 | A 4.4 | 0 44 |      |      | Valley H |      |      |      | A 45 | 8845 | h.m. 45 | <b>T</b> 4 | VTD    | V.TD 0/:1- |
|                      | Jul-14   |       | _    |      |      | Dec-14   |      |      |      |      |      |         | Target     | YTD    | YTD %ile   |
| Rollup               | 71.9     | 74.0  | 75.3 | 73.1 | 71.7 | 73.8     | 72.9 | 70.8 | 72.6 | 70.4 | 72.0 | 76.0    | 73.1       | 73.3   |            |
|                      |          |       |      |      |      |          |      |      |      |      |      |         |            |        |            |
| n=                   | 174      | 145   | 148  | 166  | 132  | 163      | 198  | 150  | 188  | 84   | 335  | 493     |            | 2376   |            |
| Rate Hospital        | 74.1     | 73.8  | 77.7 | 71.7 | 78.8 | 76.1     | 72.2 | 68.7 | 69.7 | 76.2 | 71.3 | 77.3    | 71.2       | 74.0   | 64         |
| Recommend            | 73.4     | 78.6  | 78.9 | 74.1 | 78.8 | 74.2     | 79.2 | 75.5 | 75.8 | 69.8 | 74.2 | 80.1    |            | 76.6   | 66         |
| Comm w/nurses        | 78.3     | 81.4  | 81.1 | 80.5 | 77.6 | 80.6     | 79.3 | 76.6 | 79.9 | 79.6 | 79.4 | 83.1    | 78.7       | 80.2   | 58         |
| Courtesy/Respect     | 84.1     | 84.4  | 88.6 | 89.1 | 85.7 | 85.6     | 88.1 | 84.3 | 85.3 | 88.5 | 87.5 | 90.8    |            | 87.4   | 62         |
| Listen Carefully     | 75.7     | 78.9  | 78.9 | 76.0 | 73.7 | 77.8     | 76.6 | 71.7 | 77.0 | 72.4 | 73.4 | 80.1    |            | 76.5   | 51         |
| Explain Well         | 75.0     | 81.0  | 75.7 | 76.5 | 73.5 | 78.2     | 73.3 | 73.7 | 77.4 | 77.9 | 77.3 | 78.3    |            | 76.7   | 61         |
| Response of staff    | 63.1     | 63.3  | 76.4 | 66.6 | 63.1 | 65.0     | 65.3 | 65.3 | 64.9 | 58.4 | 67.1 | 69.7    | 66.6       | 66.4   | 53         |
| Call Button Help     | 62.3     | 64.6  | 72.0 | 65.8 | 64.4 | 63.1     | 63.9 | 65.9 | 59.9 | 53.8 | 61.9 | 67.6    |            | 64.3   | 52         |
| Help toileting       | 64.0     | 62.1  | 80.8 | 67.3 | 61.8 | 67.0     | 66.7 | 64.8 | 69.9 | 63.0 | 72.3 | 71.8    | _0         | 68.6   | 52         |
| Comm w/doctors       | 75.0     | 82.0  | 74.6 | 77.4 | 76.2 | 81.9     | 79.1 | 79.6 | 76.4 | 73.5 | 78.1 | 79.3    | 81.4       | 78.1   | 28         |
| Courtesy/Respect     | 83.6     | 86.3  | 83.2 | 85.5 | 85.6 | 89.2     | 89.9 | 85.0 | 82.1 | 76.5 | 84.3 | 86.8    |            | 85.4   | 34         |
| Listen Carefully     | 72.7     | 80.8  | 70.9 | 73.0 | 76.7 | 78.3     | 76.9 | 77.0 | 74.2 | 73.8 | 74.9 | 76.9    |            | 75.7   | 24         |
| Explain Well         | 68.8     | 78.8  | 69.6 | 73.6 | 66.2 | 78.2     | 70.4 | 77.0 | 73.0 | 70.1 | 75.1 | 74.1    |            | 73.3   | 31         |
| Hospital Environment | 64.3     | 69.1  | 65.8 | 63.1 | 65.7 | 70.4     | 64.4 | 63.5 | 67.7 | 60.6 | 62.2 | 69.4    | 66.7       | 66.0   | 52         |
| Cleanliness          | 76.3     | 72.2  | 76.5 | 73.8 | 75.4 | 78.3     | 70.5 | 71.3 | 79.1 | 73.6 | 75.0 | 77.4    | 74.3       | 75.4   | 64         |
| Quietness            | 52.3     | 66.0  | 55.0 | 52.4 | 56.1 | 62.4     | 58.4 | 55.6 | 56.3 | 47.6 | 49.4 | 61.3    | 59.1       | 56.6   | 43         |
| Pain Management      | 70.8     | 70.2  | 74.0 | 72.7 | 63.3 | 67.0     | 71.7 | 67.4 | 69.4 | 67.3 | 69.8 | 73.4    | 71.2       | 70.5   | 46         |
| Well Controlled      | 62.9     | 58.6  | 62.0 | 67.5 | 57.1 | 58.9     | 66.9 | 57.7 | 61.6 | 59.6 | 59.1 | 64.7    |            | 61.9   | 39         |
| Staff do everything  | 78.6     | 81.8  | 86.0 | 77.9 | 69.4 | 75.0     | 76.5 | 77.1 | 77.2 | 75.0 | 80.5 | 82.2    |            | 79.0   | 51         |
| Medicine             | 61.8     | 64.6  | 67.6 | 64.0 | 61.4 | 62.9     | 64.1 | 60.1 | 65.2 | 59.3 | 59.5 | 65.4    | 63.6       | 63.2   | 49         |
| Explain Meds         | 75.6     | 81.9  | 78.8 | 76.5 | 72.7 | 74.2     | 80.6 | 72.6 | 78.6 | 70.6 | 74.3 | 81.0    |            | 77.2   | 49         |
| Side Effects         | 47.9     | 47.3  | 56.3 | 51.5 | 50.0 | 51.6     | 47.6 | 47.6 | 51.8 | 48.1 | 44.6 | 49.8    |            | 49.2   | 49         |
| Discharge            | 87.5     | 87.7  | 84.9 | 88.5 | 87.1 | 86.7     | 87.4 | 85.5 | 87.5 | 87.9 | 88.7 | 90.7    | 85.4       | 88.1   | 61         |
| Help Discussed       | 85.5     | 82.3  | 80.6 | 87.7 | 86.0 | 84.2     | 85.9 | 83.9 | 83.2 | 85.9 | 85.9 | 90.2    |            | 85.9   | 63         |
| Prob To Look For     | 89.6     | 93.0  | 89.2 | 89.3 | 88.3 | 89.2     | 88.8 | 87.1 | 91.9 | 90.0 | 91.5 | 91.2    |            | 90.3   | 53         |

We conducted an evidence based literary search to find ways to improve the medication education on 5K. This search indicated that inadequate education can lead to poor health literacy in our patients, which causes increased risk of hospital admission or readmission. The research has shown that team-based direct patient care has been identified as an important approach to meet patient needs and improve health care quality. Having the benefit of an on unit pharmacist, we decided to focus on the importance of multidisciplinary involvement, including the physician, pharmacist, and nurses, in the medication education of the patient's on 5K.

## Purpose

Does a multi-disciplinary approach to education of new medications improve a patient's understanding of their new medications at discharge to home?

- P: Hospitalized patients being discharged to home
- I: Multi-disciplinary education of new medications
- C: Patients who do not have multi-disciplinary education of new medications
- O: Improved documentation of education of new medications by multiple disciplines and increased patient awareness of new medications upon discharge

## **Project Summary**

We created a survey to be given to patients being discharged home to evaluate their satisfaction with the education they have received about any new medications they have been prescribed during their hospital stay. Our administrative personnel agreed to assist in the dispensing and collecting of the surveys.

On September 28th-October 4th, "pre-education" surveys were given to patients to fill out on the day of their discharge. From October 5th to October 11th, emails were sent to pharmacists, physicians, and nurses that work on 5K, informing them of our project and educating them on the benefit and importance of a multidisciplinary approach to medication education. Staff was also reminded of importance of medication education during morning and evening safety huddles. Each discipline was asked to participate in the education of our patients and informed of important teaching points to focus on, such as side effects and purpose of their new medication. In addition, signs were posted throughout the unit to remind multidisciplinary teams to educate patients about their new medications. "Post-education" surveys were given to patients from October 12th-October 16th. Data were collected and evaluated on October 19th.

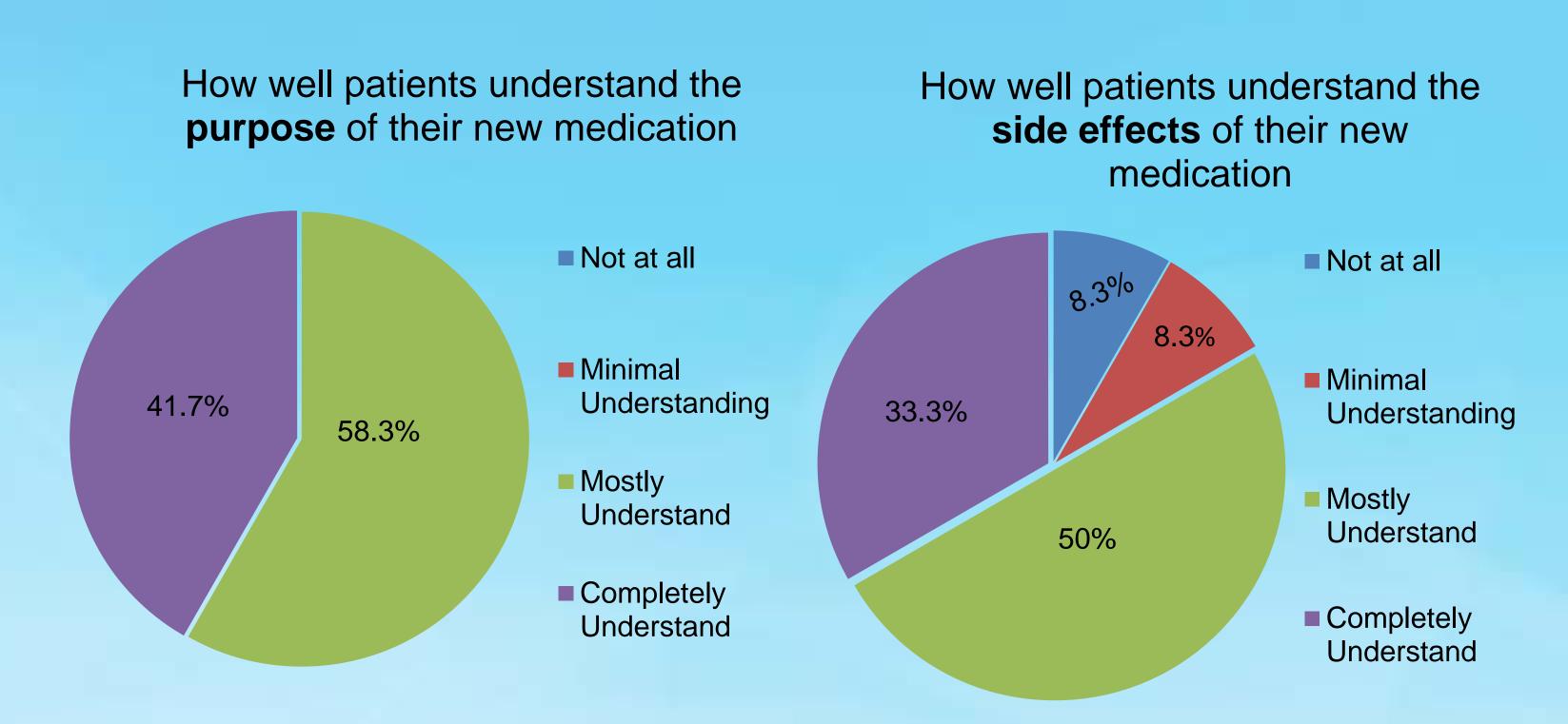
Pre-education surveys showed that 75% of patients had more than one discipline educating them, while 100% of patients in post-education surveys reported having more than one discipline educate them. Overall, our data suggests that multidisciplinary education is more beneficial to patients' understanding of newly prescribed medications.

Barriers to project include:

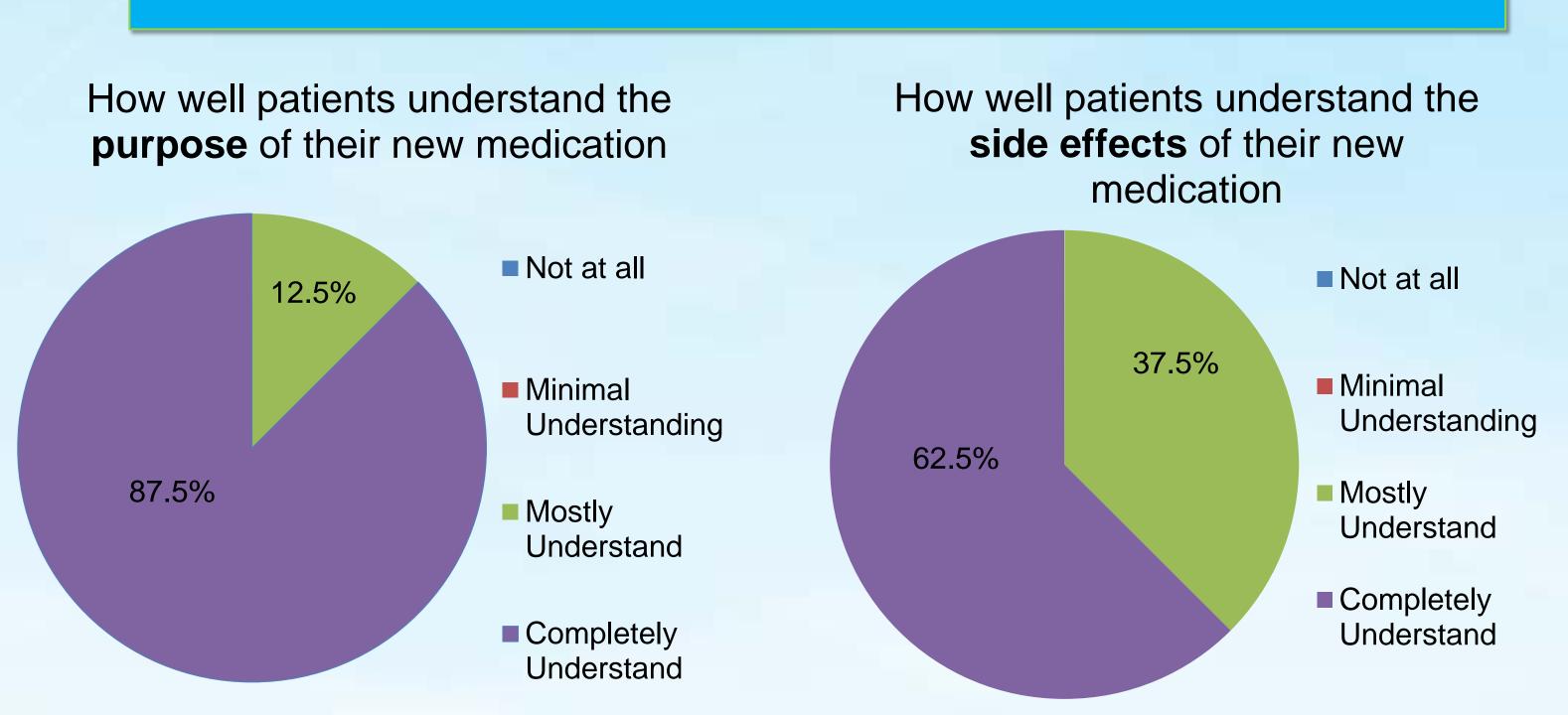
- Compliance of staff participation in project
- Patient's readiness to receive education
- Time
- Patient's ability to remember who provided education



#### **Pre-education Data**



### **Post-education Data**



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