

## Introduction

- The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey of hospital care (CMS, 2020) is a national, standardized, publicly reported survey of patient’s perceptive
- Two questions in the HCAHPS survey assess how well providers explain and educate patients on their medications and associated side effects
- This DNP project evaluated an academic medical center’s quality improvement program designed to improve HCHAPS scores for these two indicators using a patient centered educational campaign

## Background and Significance

- Patient satisfaction** is viewed as a significant indicator of **quality of care**.
- The value-based purchasing (VPB) introduced by the Centers for Medicare & Medicaid Services (CMS):
  - Reimburses hospitals based on the **quality of care** provided instead of the quantity of services provided
  - CMS administers HCHAPS surveys 48hours – 6 weeks after discharge to a random sample discharged patients
- In the most recent HCAHPS survey data for the period of April-June 2020, the project’s site scored 56.7% on the medication communication questions.
- The goal of the project site was to improve HCAHPS scores to **be closer to the national average of 66%**

## Methods

**Design:** Program evaluation of an existing quality improvement initiative

**Setting:** A 965-bed Academic Medical Center in Central, New jersey

**Sample:** Two pilot nursing units

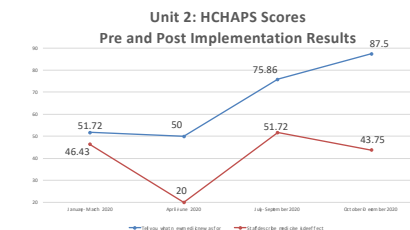
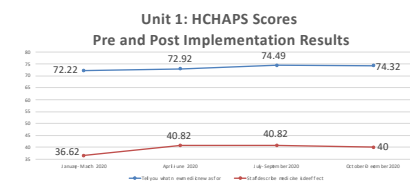
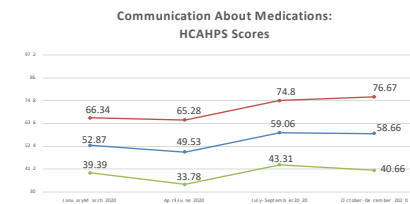
**Measures:** HCHAPS scores and hospital staff survey

**Analysis:** Trends in scores pre-/post-implementation. Descriptive statistics for staff survey

## Educational Interventions Included:

- Common medication side effects badge
- Kardex cards of commonly use medications
- Medication Side Effect Sticker
- Lexicomp for medication education

## Results



## Discussion

- Two of the most successful medication education tools were the medication Kardexes and use of Lexicomp on the hospital intranet
- After the implementation of a medication education campaign, the data of the two pilot units were mixed
- Overall, the medication education campaign was noted to have had some success on both units. Trends showed either an increase or stability of HCAHPS scores during the last quarter of 2020
- A longer period of 6 to 12 months would have been more helpful to identify long term impact over time

## Implications for Practice

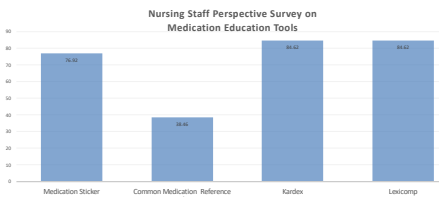
- The use of a medication education campaign has potential to increase patient satisfaction as well as increase the HCHAPS scores of individual units and project site
- Healthcare organizations are being encouraged to initiate a proactive approach to provide medication education to patients not only at discharge but throughout the hospitalization stay

## Implications for Policy

- Nurses have a positive effect on patient medication education
- Incorporating time for nurses to provide education is imperative to providing safe, high-quality, patient care
- Requires a multi-disciplinary approach to include pharmacy, pharmacists, pharmacy students and residents

## Implications for Quality and Safety

- Encouraging patients and their family members to ask about patients’ medications and provide proper medication education can improve patient satisfaction, medication adherence and patient safety



## Summary

- This project used a quality improvement framework to improve the Communication about Medicine HCAHPS scores and patient satisfaction
- Medication education tools can augment and enhance patient adherence and understanding of medications
- Implementing an organization-wide medication education campaign can be used to positively affect HCHAPS scores and patient satisfaction
- Continued efforts to improve and address patient understanding of their medications and side effects remains a critical component of providing high-quality care

## References

- Ahrens, S. L., & Wirges, A. M. (2013). Using Evidence to Improve Satisfaction With Medication Side-Effects Education on a Neuro-Medical Surgical Unit. *Journal of Neuroscience Nursing*, 45(5), 281–287. <https://doi.org.proxy.libraries.rutgers.edu/10.1097/JN.N.0b013e31829d8ca5>
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- Miller, L., Hogan, T., Bato, B., & Floresca, D. (2018). Patient Perception of Medication Communications in the Hospital: The Role of the Pharmacist. *Journal of Healthcare Management*, 63(2), 106–115. <https://doi.org.proxy.libraries.rutgers.edu/10.1097/JHM.D-16-00013>

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