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

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### Disclosure Information

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<tr>
<th><strong>Presenter Name</strong></th>
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<tr>
<td><strong>Conflict of Interest</strong></td>
<td>None</td>
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<td><strong>Employer</strong></td>
<td>Carolinas Medical Center-Mail</td>
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<td><strong>Sponsorship / Commercial Support</strong></td>
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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.
Setting

Carolinas Medical Center (CMC-Main)
Charlotte, North Carolina
874 licensed beds
Level 1 Trauma
Teaching Hospital
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
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.
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.
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
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
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 ________________
<table>
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<tr>
<th>Medications</th>
<th>Common Side Effects</th>
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| Morphine, Dilaudid, Lortab (Hydrocodone/Acetaminophen), Percocet (Oxycodone/Acetaminophen), Oxycodone, OxyCotin | - 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)                          | - Your head may hurt and/or feel lightheadedness.  
   - You can have either constipation or diarrhea.  
   - You may have difficulty peeing. |
| Phenergan (Promethazine)                      | - 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)                        | - 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)                           | - 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)                          | - 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                                       | - You may experience bleeding and/or fever. Make sure to let your doctor know |
| Ancef (Cefazolin)                             | - You may have diarrhea.  
   - Your stomach may feel queasy and feel like throwing up.  
   - You may have infection cause Candida Fungus. |
| Zozyn (Piperacillin/Tozobactam)               | - Your stomach may feel irritated and queasy.  
   - You may have diarrhea.  
   - You may have a headache.  
   - 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. |
| Vancomycin                                    | - You may have a headache, dizziness, diarrhea, and/or nausea/vomiting. |
| Protonix (pantoprazole)                       | - You may feel very sleepy and can’t stay awake.  
   - Your blood pressure can drop low, which can make you feel lightheadedness and weakness.  
   - You may get confused and irritable. |
| Xanax, Ativan                                 | - Your blood pressure may be drop.  
   - You may feel dizziness, weakness, and headache.  
   - Your stomach may feel queasy/throw up |
| labetalol                                     | - Your blood pressure may be drop.  
   - You may feel dizziness, weakness, and headache.  
   - Your stomach may feel queasy/throw up |
Results

PATIENT SATISFACTION HCAHPS SURVEY RESULTS

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<th>Baseline Data</th>
<th>Post-Implementation</th>
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<td>COMMUNICATION ABOUT MEDICINES</td>
<td>55.50%</td>
<td>87.50%</td>
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<td>STAFF DESCRIBE MEDICATION SIDE EFFECTS</td>
<td>20%</td>
<td>75%</td>
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Results Cont..

IPC Utilization for Medication Education

- Baseline Data: 155
- Post-Implementation of the Project: 405
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
References

Questions

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