INTRODUCTION

- Education on new medications is vital to ensure appropriate use of therapy, patient adherence, and overall quality of care
- Effective communication and education on medications is a responsibility of all healthcare professionals involved in the patient’s care
- Research shows that patients want to be informed about their medications and potential side effects
- Literature indicates that a lack of understanding about treatment side effects is directly correlated with a decrease in satisfaction with overall care
- The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores on medication teaching is an area where many institutions continue to struggle

OBJECTIVES

- To assess whether the delegation of pharmacy students to perform teaching on new medication purpose and side effects would impact the medication domain on HCAHPS scores
- The two questions in the medication domain are, “Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?” and “Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?”

METHODS

- HCAHPS scores for 3 months prior to and after implementation of medication education provided by pharmacy students were assessed
- HCAHPS scores for two nursing units, neurosurgery and internal medicine, were evaluated
- Some of the students were on Drug Information rotation and spent approximately 1-2 hours a day providing education to patients
- Preceptors met with students prior to any education session and discussed each patient that the students were going to visit
- The time that preceptors spent with students varied depending on patient cases and the extent of education needed

RESULTS

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

CONCLUSIONS

- Utilizing pharmacy students to assist with medication education efforts can help increase HCAHPS scores
- For the neurosurgery units, both questions in the medication domain showed an improvement in scores
- For the medicine unit, question 2 regarding side effects demonstrates an improvement in score
- Limitations to study
  - Response rates with HCAHPS surveys could vary from patients discharged from the hospital
  - Co-morbidities contributing to patient satisfaction with overall care from inpatient stay: i.e., pain and call light responses could affect scores
  - Inconsistencies with teaching methods by students despite meeting with preceptors prior to teaching
- Availability of HCAHPS results for only 6 months
- Strategies being utilized to enhance medication teaching
  - Discharge education performed by unit pharmacists and unit discharge nurses may further increase scores in medication domains
  - Dedicated pharmacy students to each nursing unit for complete coverage of education for all patients on unit
  - Involving and ensuring compliance of unit nursing staff to perform teaching using various methods: i.e., dry-erase poster for teaching of side effects on new medications
  - Informal group teaching of medications to patients on nursing unit
  - Index cards with side effects dispensed with unit dosed medications from central pharmacy
  - Home follow-up phone calls post discharge from the hospital

REFERENCES


DISCLOSURES

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