HCAHPS Communication About Medications

**Team:** Pharmacy, Nursing, Physician

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**Scope:** HCAHPS Communication about Medicines

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### 1 | DEFINE AND MONITOR

<table>
<thead>
<tr>
<th>Improvement Category &amp; Measurement Description</th>
<th>Baseline</th>
<th>Goal</th>
<th>Qtr 1</th>
<th>Qtr 2</th>
<th>Qtr 3</th>
<th>Qtr 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality</td>
<td>Increase in medication compliance post discharge</td>
<td></td>
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<tr>
<td>Service</td>
<td>Medication Communication (HCAHPS top box %)</td>
<td>60%</td>
<td>70%</td>
<td>66.7%</td>
<td>90.0%</td>
<td>71.4%</td>
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<tr>
<td>Cost</td>
<td>Readmissions from noncompliance</td>
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### 2 | PROBLEM AND GOAL STATEMENTS (SMART Problems/SMART Goals)

**HCAHPS scores for medication communication composite is 60% for 10-12/14.**

**Increase HCAHPS scores for medication communication composites to 70 percentile by 10/12-15.**

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### 3 | ANALYSIS AND INVESTIGATION

- Nurse/patient communication
- Dr./Nurse communication
- Dr./Patient communication
- Daily monitoring

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### 4 | IMPROVEMENT DESIGN AND IMPLEMENTATION

**Implementation Start Date:** June 2015

- **Nurse/patient communication**
  - Initiate in room RN-RN shift reports with an emphasis on "new" medications the patient is on.
  - Bedside white boards – emphasis on "new" medications

- **MD/RN communication**
  - Initiate RN huddle prior to patient rounds including an overview of medications and reasons for medications.

- **MD/Patient communication**
  - Rounding with care team i.e. Pharmacy, RN, etc.
  - Schedule rounds so the patient can have questions and family available

- **Daily Monitoring**
  - Leader rounding on patients – evaluating use of white board and medication understanding.