Title: HCAHPS Communication About Medications
Team: Pharmacy, Nursing, Physician
Presenter: Kent Turek, CNO (kturrek@bmhutah.org)
Scope: HCAHPS Communication about Medicines

1 | DEFINE AND MONITOR
   Improvement Category & Measurement Description | Baseline | Goal | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4
   Quality  Increase in medication compliance post discharge | 60% | 70% | 66.7% | 90.0% | 71.4% | 100.0%
   Service   Medication Communication (HCAHPS top box %) | 60% | 70% | 66.7% | 90.0% | 71.4% | 100.0%
   Cost      Readmissions from noncompliance

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 percent top box by 10/12-15.
   Increase/Maintain HCAHPS scores for medication communication composites to 70 percent top box by 1/1/2016.

3 | ANALYSIS AND INVESTIGATION
   Nurse/patient communication
   Dr./Nurse communication
   Dr./Patient communication
   Daily monitoring

4 | IMPROVEMENT DESIGN AND IMPLEMENTATION
   Implementation Start Date: June 2015
   Implementation Completion Date:

   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.

5 | IMPACT
   Implemented
   • RN/patient communication implemented June 2015: Impact – 4 quarter average top box 86.6%, Q2/15 top box HCAHPS 87.8%, Q3/15 82.4%, Q4/15 92.0%.
   Nov/Dec 2015 reinforcement of in room shift reports and AIDET communication tool with monthly validation audits.
   • MD/RN communication – Nov 2015, Streamlined communication using simple rounding tools and streamlining the process for RN.
   • MD/Patient communication – Implementation in progress
   • Daily Monitoring Implemented June 2015
     • Qtr 2 Impact – 87% compliance on white boards filled out
     • Qtr 3 86.8% compliance on white boards filled out and up to date
     • Qtr 4 81.1% compliance on white boards filled out and up to date.
BMH communication about medications and Nurse communication

### Quarter 2015 Rx

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### Quarter 2015 RN

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