WE HAVE A CLEAR VISION FOR VALUE IMPROVEMENT
WE IMPROVE VALUE THROUGH INTERDISCIPLINARY TEAMS
ORGANIZATIONAL CULTURE
WE GROUND OUR IMPROVEMENT IN A CLEAR BENEFIT TO OUR PATIENTS
OUR ORGANIZATION IS FOCUSED ON IMPROVEMENT
**PROGRAM TEAM & PROJECT SCOPE**

**Team:** Kent Turek, R.N., C.N.O. (Lead), Jeremy Lyman, M.B.A., Mahana Fisher, M.D., Jimmy Johnson, with pharmacy nursing and physician representation.

**Scope:** HCAHPS Medication Communication.

**MEASURES & MONITORING**

<table>
<thead>
<tr>
<th>Type</th>
<th>Measure</th>
<th>Baseline</th>
<th>Goal</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Medication Communication (HCAHPS % always)</td>
<td>66%</td>
<td>70%</td>
<td>66.7%</td>
<td>46.0%</td>
<td>71.4%</td>
<td>100.0%</td>
</tr>
</tbody>
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**PROBLEM & GOAL STATEMENTS**

**Problem:** HCAHPS scores for medication communication is 60% always for Q2 FY 2015.

**Goals:**
1. Increase HCAHPS scores for medication communication to 70% always by December 2015.
2. Increase/Maintain HCAHPS scores for medication communication to 70% always by January 2016.

**ANALYSIS & INVESTIGATION**

Analysis and investigation focused on:
1. Nurse/patient communication
2. MD/Nurse communication
3. MD/Patient communication
4. Daily monitoring

**IMPROVEMENT DESIGN & IMPLEMENTATION**

1. 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
2. MD/RN communication
   - Initiate RN huddle prior to patient rounds including an overview of medications and reasons for medications
3. MD/Patient communication
   - Rounding with care team i.e. Pharmacy, RN, etc.
   - Schedule rounds so the patient can have questions and family available
4. Daily Monitoring
   - Leader rounding on patients – evaluating use of white board and medication understanding

**IMPACT**

Implemented:
- RN/patient communication implemented June 2015
- 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

**REPORTING**

Support for this program was provided by a grant from the Robert Wood Johnson Foundation.