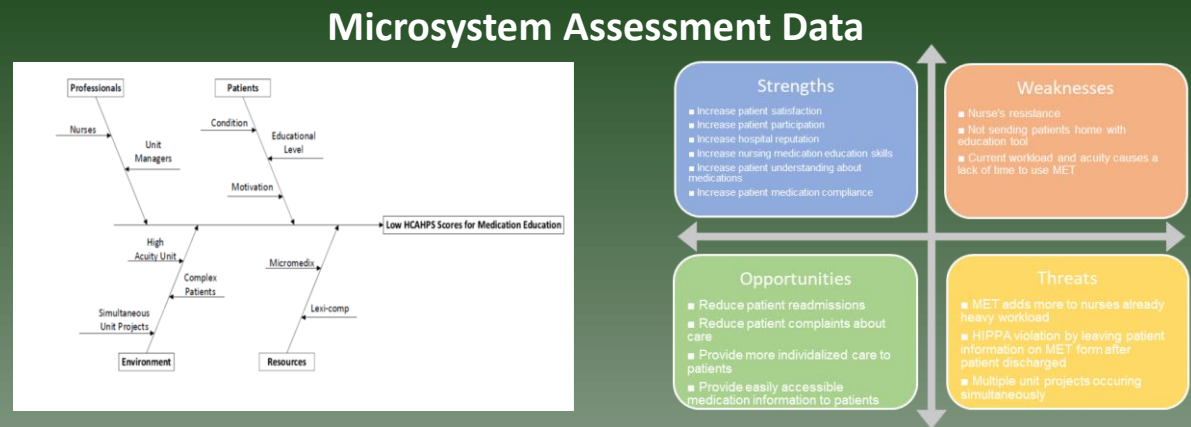
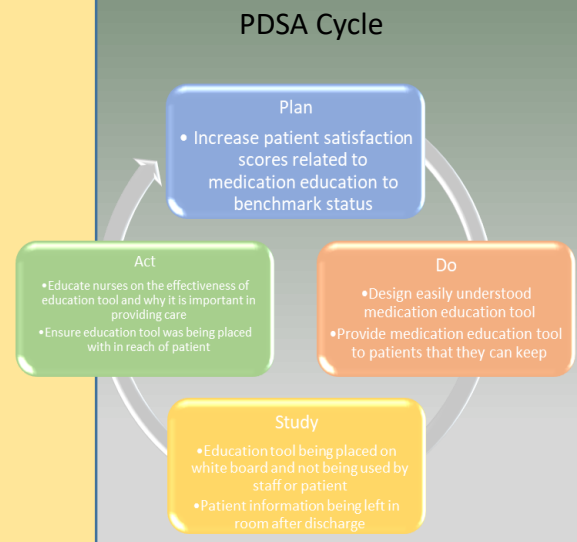
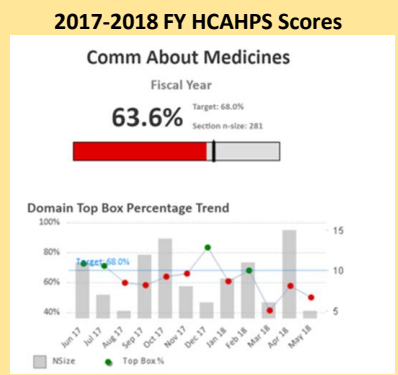


Enhancing patient medication knowledge: Utilizing an educational tool to improve patient satisfaction scores

Liz Orgon BSN, RN



- Problem:**
- HCAHPS implementation
 - National standard for collecting patient perspectives
 - Voluntary but required for Medicare reimbursement
 - Initiation of hospital wide initiatives to improve scores
 - High Acuity post surgical ICU struggles to meet benchmark status (70.7%) for communication about medications HCAHPS domain scores



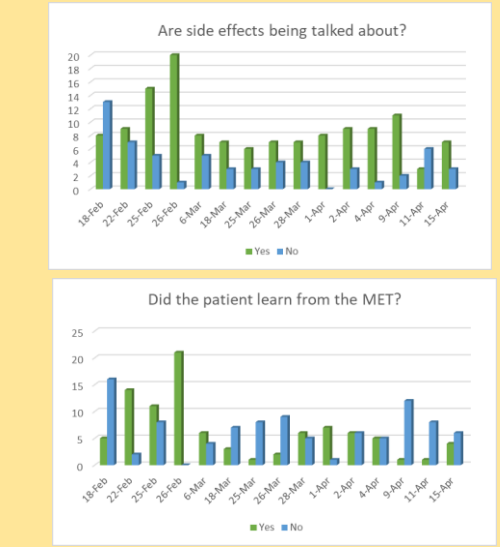
Interventions

My Symptom	Commonly Prescribed Medication	Possible Side Effects
Mild pain or fever	Metrin (Ibuprofen) Tylenol (Acetaminophen)	Nausea Upset stomach
Moderate to severe pain	Dilaudid (Hydromorphone) Fentanyl Norco (Acetaminophen/Hydrocodone) Morphine Oxycontin (Oxycodone) Percocet (Acetaminophen/Oxycodone) Ultram (Tramadol)	Constipation Dizziness Drowsiness Nausea Upset stomach
Constipation	Colace (Docusate) Dulcolax (Bisacodyl) Lactulose Miralax (Polyethylene glycol) Senna (Senokot)	Cramping Loose stools
Nausea	Compazine (Prochlorperazine) Phenergan (Promethazine) Reglan (Metoclopramide) Zofran (Ondansetron)	Dizziness Headache Sleepiness
Heartburn	Maalox (Aluminum/Magnesium hydroxide) Pepcid (Famotidine) Prevacid	Constipation Diarrhea Headache
Insomnia	Protonix (Famotidine) Daytral (Trasdoce) Mallontin Nertoni (Trazodone)	Drowsiness Headache

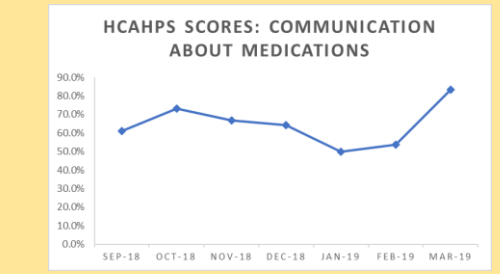
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- Unit CNS: Hee Jeong Kim MS, CNS
- Unit Shared Leadership Committee: An, Stacey, Katie, Kathryn, Helina
- All the unit nurses who helped throughout the project
- My husband, Eddie, for the never ending support and love

Results



HCAHPS Scores:



Barriers:

- Patient condition/motivation
 - Language barrier
 - Constraints due to diagnosis
 - Fresh Post-Op
- Multiple unit projects
 - Time constraints
 - Strain on nurses
- Staff turnover
 - Decreased buy in
 - Decreased awareness from float pool and travel nurses

Project Aim

Within a 12-month time-frame the overall goal is to increase HCAHPS scores for medication communication to benchmark status. The intent is to increase patient satisfaction for those discharged from the unit while increasing the quality of care nurses provide to patients. This will be accomplished by developing a medication education tool that will:

- Improve HCAHPS scores
- Better involve patients in their care
- Improve communication between nurses and patients