

Medication Education: Improving a Patient's Understanding of their Medications



PRESENTER:

Jamie Morrow, BSN, RN

Molly Rye, BSN, RN, CPN

INTRODUCTION: Family understanding of patient medications is a vital component of family-centered care and safe delivery of medications. A pediatric unit's and hospital's overall HCAHPS scores are below the Press Ganey 50th percentile in the medication education domain.

AIM: To improve a pediatric unit's HCAHPS performance in the "Communication Child's Med" domain from fiscal year 2022 to fiscal year 2023. To improve nursing daily education and documentation of first dose medication from March 2023 through June 2023.

METHODS:

- Lean model and A3 tool
- Nursing and physician education
- Visual and verbal prompts
- Completed chart documentation audits before, during, and after initiative
- Compared before and after data to determine staff compliance
- Analyzed monthly HCAHPS score data from July 2022 to June 2023

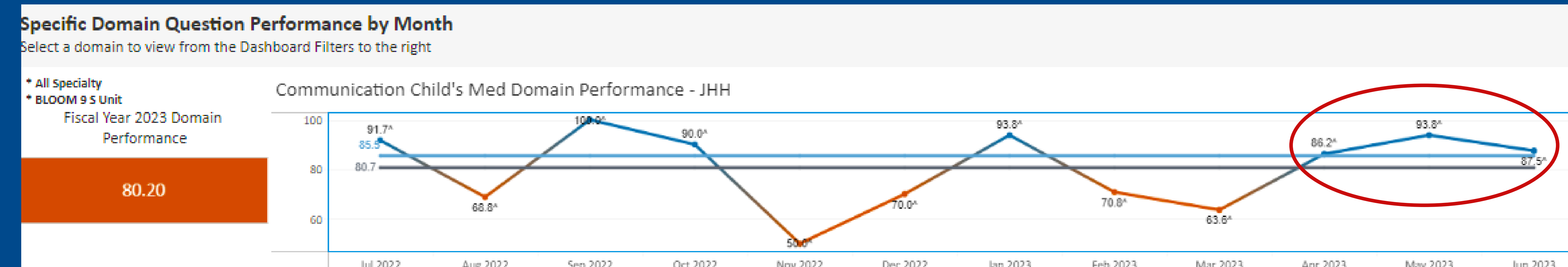
SPEAK UP and ask about your child's medications!



This Photo by Unknown author is licensed under CC BY.

What is the indication?
What are the side effects?
Can I have a handout?

Improvements in medication education on a pediatric unit increased overall patient-centered care and satisfaction.



| | |
|-------------|--|
| Dark Blue | At or above benchmark |
| Light Gray | At or above threshold, but below benchmark |
| Dark Orange | Below threshold |
| — | 50th Threshold |
| — | 90th Benchmark |
| — | Prior Fiscal Year |
| — | No Benchmarks |

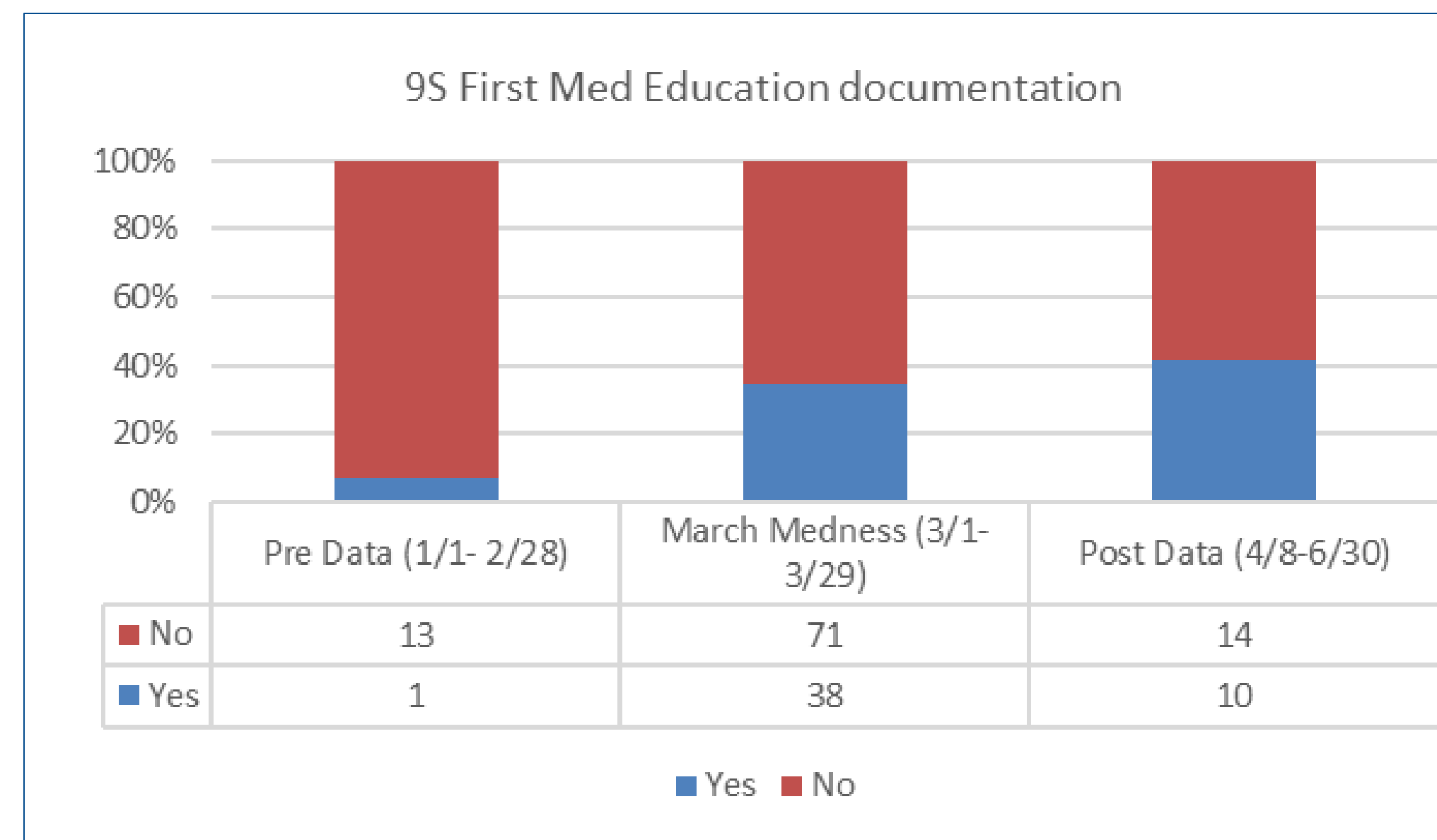
jruland1@jh.edu
mrye1@jh.edu

References



RESULTS: Charts on a 20-bed in-patient unit were randomly audited to collect pre and post study data.

Tables & Figures



| Domain | 50th Threshold | 90th Benchmark | JHH FY2022 | FY2023 | Δ FY22 to FY23 |
|---------------------------|----------------|----------------|------------|--------|----------------|
| Overall Rating* | 73.3 | 81.9 | 78.1 | 78.2 | ▲ 0.1 |
| Likelihood to Recommend* | 79.2 | 87.1 | 82.0 | 82.3 | ▲ 0.3 |
| Child's Care in ER* | 85.1 | 90.3 | 82.5 | 89.1 | ▲ 6.8 |
| Communication Child's Med | 80.7 | 85.5 | 79.9 | 80.0 | ▲ 0.1 |

DISCUSSION: A pediatric unit's HCAHPS scores showed that improvements in medication education increased patient-centered care and satisfaction. Barriers included a decreased sample size for pre- and post-surveys, as well as staff compliance. Data points the team would like to track if starting again include family presence and medication errors.

Jamie Morrow¹, Molly Rye²

¹ Johns Hopkins Children's Center
² Johns Hopkins Children's Center

