



Utilizing Visual Cues to Improve Patient Satisfaction on Medication Side Effects

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Background

In a progressive care unit (PCU), the Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS) on medication side effects education is low against the hospital average (42.7% vs. 47%, April 2023). This lack of education may result in severe adverse drug reactions and increased morbidity and mortality (Shchory et al., 2020).

Medication side effect education is standard care, but is not completed consistently on the PCU, when administering medication to patients. Nurses on the PCU has positive attitudes towards medication education frequency, but often forget to emphasize medication side effects when administering medication. Frontline nurses acknowledge the issue and express the desire to improve.

Aim of the Project

Aim 1: To improve the frequency of nurses' teaching behavior on medication side effects education.

Aim 2: To improve patient satisfaction rate (HCAHPS) on medication side effects education.

Description of the Intervention

Interventions include:

- Visual cues in patient room
- Posters displaying common medication side effects
- Unit shift huddle standard education with scripting guidance
- Nurse 1:1 teach back education sessions related to pre-survey data
- Real-time feedback identified through process check report cards and audits

Always Teach Medication Side Effects

Visual Cues in the Unit

Scripting

Hi Mr./Mrs./XXX, I'm here to give you your medication and want to be sure that you understand what we use it for and its potential side effects. This medication is known for the medication, and we use this for a, and a purpose. The potential side effects of this medication can include a, and a. Do you have any questions about (name of the medication)?

Side Effects

Always Teach Medication Side Effects in PCU

Prevent irregular heart rhythm
Decrease appetite, constipation, lack of energy, weakness, nausea, and vomiting

Prevent dizziness and prevent heart attacks
Slow stomach, muscle pain, diarrhea, abdominal pain

Prevent blood pressure. Help your heart function after a heart attack or heart failure
Dry cough, dizziness, low blood pressure, nausea and loss of taste

Prevent blood pressure and heart failure
Dizziness, drowsiness, low blood pressure

Prevent your heart rate or blood pressure
Headache, dizziness, constipation, feeling hot or flushing

Prevent your heart rate or blood pressure
Dizziness, constipation, diarrhea, dry mouth

Prevent your blood pressure or help your heart pump better
Dizziness, drowsiness, diarrhea, headaches, weight loss

Prevent chest pain or treat heart failure
Headache, slow heart rate, low blood pressure

Prevent high blood pressure or heart failure
Dizziness, dry cough, lack of energy, weakness, headaches, nausea, low blood pressure

Prevent your heart pump better
Dizziness, low heart rate

Prevent high blood pressure or blood pressure
Dizziness, diarrhea, slow heartbeat, low blood pressure

Prevent high blood pressure and/or slow chest pain
Swelling of legs, hands, dizziness, headaches, muscle cramps

Prevent stomach acid and prevent indigestion
Headache, diarrhea, upset stomach, abdominal pain

Prevent indigestion
Increase appetite, increase weight, joint, muscle aching, nausea, vomiting

Bedside Shift Report Card

Always Teach Medication Side Effects

Visual Cues in the Unit

Scripting

Side Effects

Always Teach Medication Side Effects in PCU

Monthly Audit Data

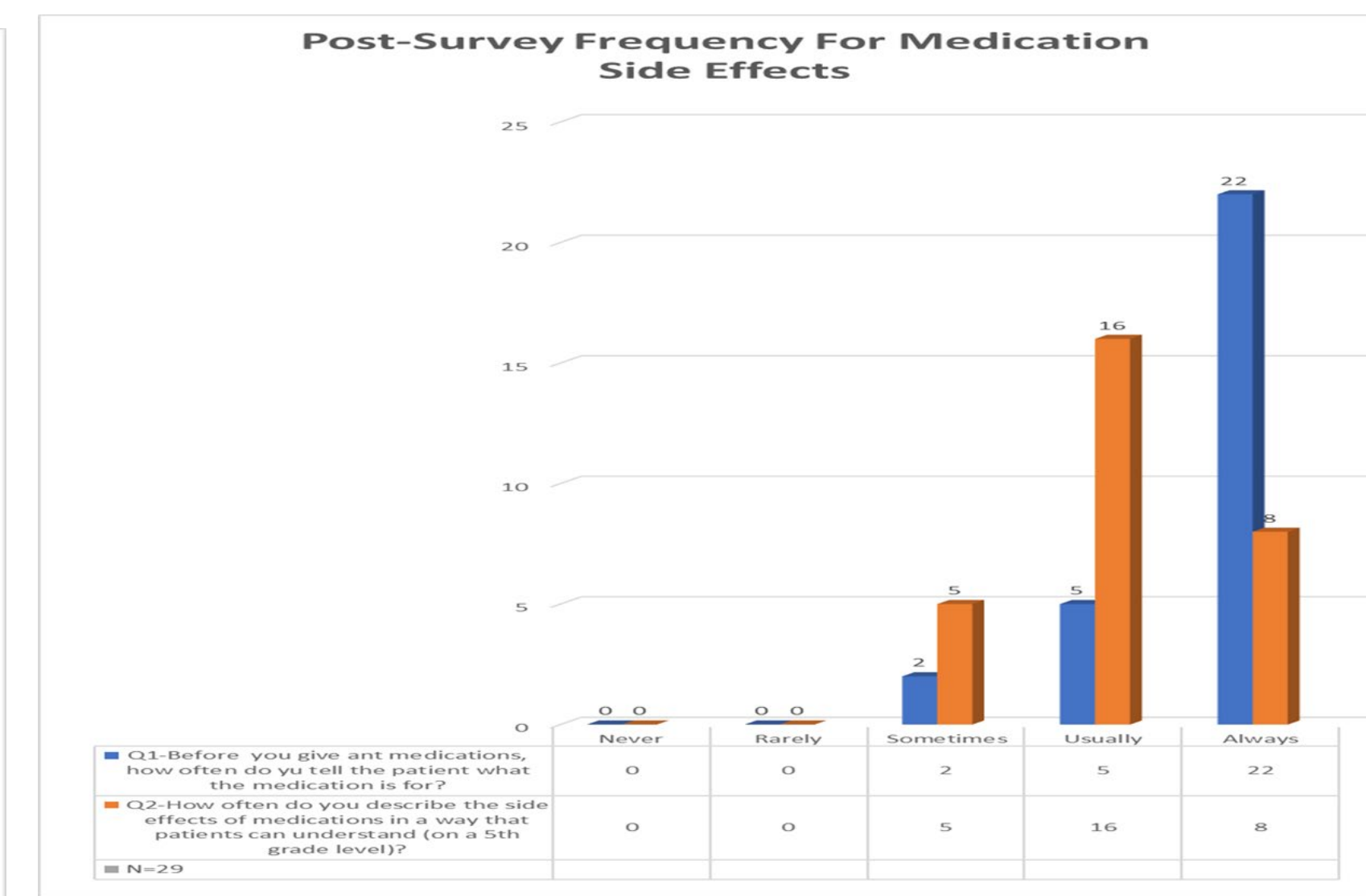
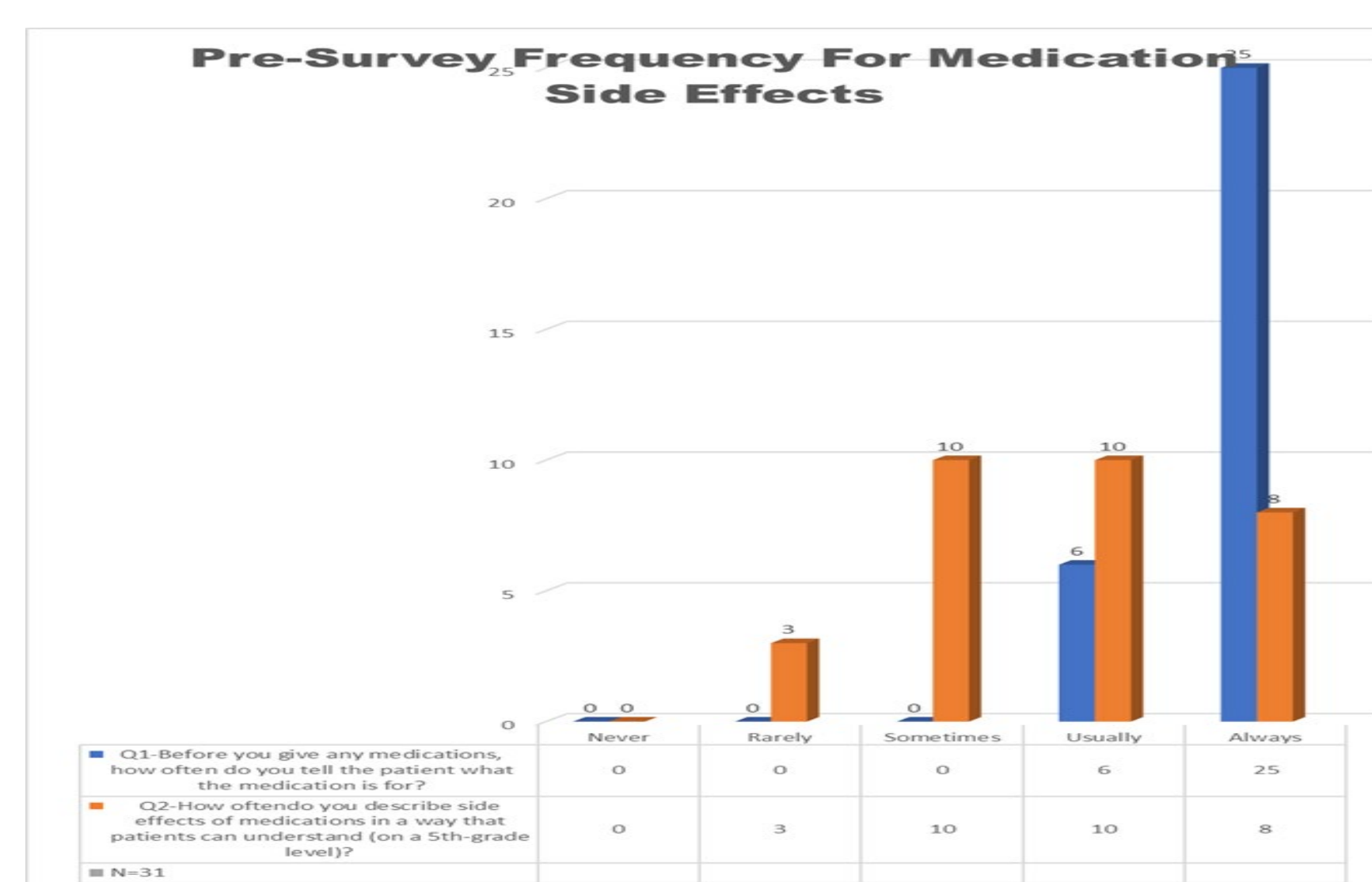
Date	Visual Cues in the Unit	Scripting	Side Effects	Always Teach Medication Side Effects in PCU
11/15/23	0	0	0	0
11/22/23	0	0	0	0
11/29/23	0	0	0	0
12/6/23	0	0	0	0
12/13/23	0	0	0	0
12/20/23	0	0	0	0
12/27/23	0	0	0	0
1/3/24	0	0	0	0
1/10/24	0	0	0	0
1/17/24	0	0	0	0
1/24/24	0	0	0	0
1/31/24	0	0	0	0
2/7/24	0	0	0	0
2/14/24	0	0	0	0
2/21/24	0	0	0	0
2/28/24	0	0	0	0

Description of Data Collection and Analysis

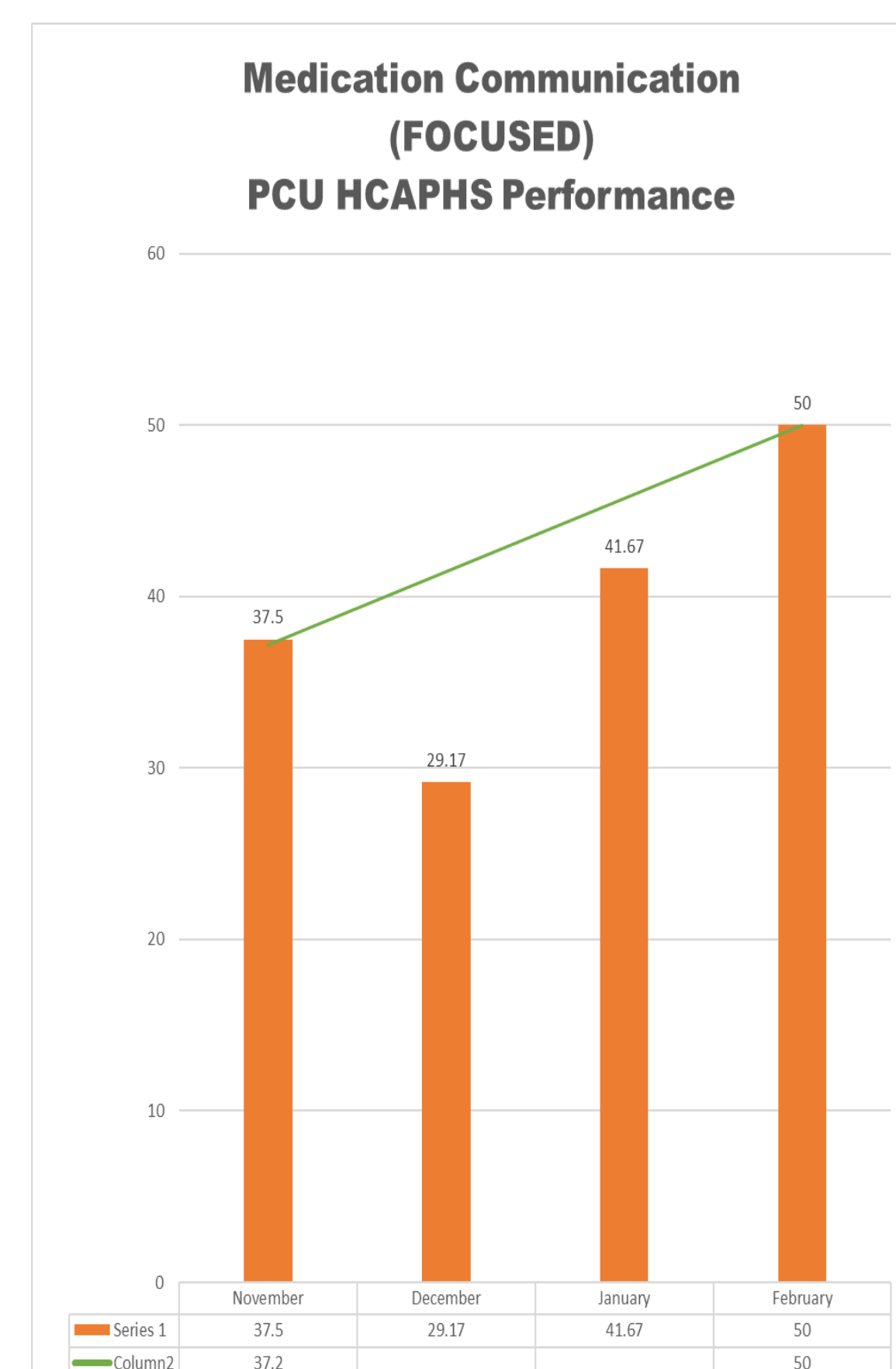
Measures on the frequency PCU nurses educate patients on medication side effects when administering medication and patient satisfaction scores related to medication communication (new medication use and medication side effects).

- Frequency Medication Side Effects Survey
 - 31 PCU nurses completed pre-survey and 29 PCU nurses completed post- survey during pre-intervention and post- intervention, over a 3 month period. The survey assesses the frequency of PCU nurses' educating patients on medication side effects . Nurses rated how often they inform patients about medication purposes and describe side effects using a 5-point Likert scale. A descriptive analysis was utilized. The test determines significance between pre- and post-intervention, indicating the visual cue program's impact.
- HCAHPS: Medication Communication
 - Patients satisfaction scores from HCHAP survey collected during pre-intervention and post-intervention in a 3 month period.

Outcomes Measures or Results



PCU HCAHPS DATA NOVEMBER 2023 – FEBRUARY 2024



Medication Communication

Tell you what new medication was for

Staff describes medication side effects

Implications for Practice

Using 1:1 teach back method and real-time feedback improved nurses understanding in the importance of educating patients on side effects of medications administered. The visual cues prompt nurses to discuss medication side effects with the patient. Educating patients on medication side effects is essential in increasing patient awareness and knowledge in managing their health and wellbeing.

Lessons Learned

The pre and post -survey results indicated, structured in services during unit huddles/ staff meetings, utilization of the teach back method and real-time feedback resulted in an increase on PCU nurse knowledge in educating medication side effects during patient medication administration. Future developments should include analyzing data related to improved clinical outcomes and readmission rates due to lack of knowledge related to medication side effects.

References

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Month	Score
November FY2024	37.50*
December FY2024	29.17*
January FY2024	41.67*
February FY2024	50.00*