Medication Explanation in the Digital Age

Peter W. Flynn, MSN, RN. ; Zac Widner, MPA

Carilion Clinic

Purpose

Educate patient and their families and caregivers about the importance of medication education to improve health literacy and decrease 30-day hospital readmission.

Background and Significance

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) measure how patients perceive the care they receive while in a hospital. HCAHPS are important for staff and leadership to understand the way patients report their care, but there are financial implications as well. Both of these items are critical to the success of all units they are an important measure that are viewed and worked on. CRMH's Acute Care for the Elderly (ACE) unit 10 West desired to improve their HCAHPS scores. The unit partnered with the Interactive Patient care Manager to devise a new approach to using the Interactive Patient Care Manager software, GetWellNetwork (GWN) to engage patients in medication education.

Outcomes/ Takeaways

10 West Nurses use GWN to teach patients and caregivers about prescribed medications and the possible side- effects of one medication per patient per shift. Teaching points are then posted to the patients MyChart or E-mailed. This method provides reinforcement of the bedside education for the patient through MyChart-MyGetWellNetwork after discharge

Statistically significant improvements (See Data table) in HCAHPS scores on 10 West have resulted after implementing the GWN medication teaching and reinforcement approach. Improvements occurred in the overall HCAHPS score, as well as the HCAHPS dimensions of: Nurse Communication, Doctor Communication, Responsiveness of Staff, Medication Communication, Discharge Information, and Overall Rating. HCAHPS have moved from 100% below the benchmark in August2015 to 25% below the benchmark in January 2016.

Medication is complex and challenging, yet critical to excellent patient care. HCAHPS scores provide a reflection of the quality of medication education provided for patients as they prepare to care for themselves after discharge form the hospital. All CRMH nursing units with GWN can apply this approach to using the technology to support medication education for patients. During the September 1st to January 31st timeframe, the patient utilization of health topics in GWN was 72% compared to the rest of the hospital average of 49% over the same time frame. In the 6 months prior to September 1st (February- August 2015) 10 West GWN health education utilization was 38%. The major implication for nursing units at CRMH is the GWN is available to all inpatient units and can be used in a similar manner.

Appendix A

Test and CI for Two Proportions

```
Sample   X   N   Sample p
1       53  63   0.841270
2       51  80   0.637500


Difference = p (1) - p (2)
Estimate for difference:  0.203770
95% CI for difference:  (0.0650648, 0.342475)
Test for difference = 0 (vs not = 0):  Z = 2.88  P-Value = 0.004

Fisher's exact test: P-Value = 0.008
```

Multiple VBP Phone Adjusted Thresholds				Carilion Roanoke Memorial Hospital					
				CRMH 10 West					
		79th		Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16
Nurses				57.78	85.40	75.98	84.31	84.31	87.18
Nurse Respect				60.00	95.24	76.47	94.12	88.24	92.31
Nurse Listen				53.33	80.00	76.47	82.35	76.47	92.31
Nurse Explain				60.00	80.95	75.00	76.47	88.24	76.92
Medicines				50.00	50.00	54.55	68.75	55.77	78.57
Med Explanation				66.67	66.67	63.64	75.00	61.54	85.71
Med Side Effects				33.33	33.33	45.45	62.50	50.00	71.43
Overall Rating+				53.33	66.67	70.59	70.59	81.25	76.92
Surveys				15	21	17	17	17	13

+ % 9-10 (All other questions % Always)

GetWell Health Education Utilization

Appendix A

Number of Medications Viewed