An Innovative Approach to Accelerate the Patient Experience around Communication of Medication

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Objectives

- Identify current potential challenges in communication of medication
- Illustrate key steps implemented to improve communication of medication
- Analysis of impact of “MeasureVention” and strategies
Dignity Health Today

21 State Network  
380+ Care Sites  
37 Hospitals  
4 Health Plans  
9,000 Affiliated Physicians  
55,000 Employees

As of January 2014
Dignity Health

Hello humankindness

To unleash the healing power of humanity

- To inspire and empower the organization, spur innovation, start a movement
- To heal, nourish, and protect mind, body, and spirit
- To meet a compelling and universal human need in everything we do and how we do it
Communication of Medication – 1st Quarter 2013

• What we knew
  – Inconsistencies in how staff approached communicating and educating patients about medications
  – Less than patient-friendly education sheets
  – Minimal improvement in HCAHPS scores

• Challenges
  – Patients and families
  – Staff
Strategies for Success

• Tap national experts for best practice
• Expand internal successes already achieved
• Standardize internal successes already achieved
• Utilize innovative solutions
• Source change with Transformational Care and patient care model (“MeasureVention”)
• Share successes

Know Your Medications

All of us at Dignity Health want to make sure that you and your loved ones understand your treatment. Before you are discharged, it is important that you are able to answer the three questions below. If you can’t, please ask us:

1. What is the name(s) of the medication I am taking?
2. Why do I need to take it?
3. What are the possible side effects?
Getting to Always

• Explain purpose and side effects with each medication administration
  – Use of key words

• Patient friendly education (Medication Table)

• Use of teach back
  – During med pass
  – Intentional rounds
  – Change of shift (bedside)
  – Home instructions
  – Home Follow-up Call
Education of Caregivers

• Consistent education for all caregivers across system
  – 20 minute video for all caregivers who give/teach medication

• Leverage Dignity Health Q-2B channel to launch a video series on Communication of Medication
  – Continue to drive engagement
  – Used in huddles, staff meetings

Dignity Health
Measurevention

- Measurement
- Intervention
MeasureVention

• Measuring adherence to evidence based practices, using a checklist
• Intervening to increase education and reduce potential harm to the patient
• Recognizing and coaching staff
• Reporting data
Thanks Amanda I very much appreciate your help, hopefully we will begin to see positive patient responses – Chandler Regional

You are a role model MeasureVentionist! Your smile, candy & enthusiasm for medication education is contagious. Rolling out tools, auditing and rewarding positive efforts makes this fun. Thanks. – French Hospital

I know together we will be able to improve our processes and insure are patients receive the appropriate information - California Hospital

He is making an impact on the staff with his discussions of the importance of communications – Methodist Hospital

She connects with our nurses so well, her coaching and feedback are given in such a positive way. We are grateful that she shares her experiences and wisdom with us, she is sharing great practices from other facilities and helping us. – Mercy Merced
Facility Must Have Strategies

- Education/competency on teach back
  - Medical Surgical and Tele unit RNs & Respiratory Therapists
  - System education via video
- Review and update all “common medications” patient education materials
  - Process in place for easy access/printing of clean, clear and up-to-date information to include purpose and side effects
- Home Follow Up Calls to include medication teach back
- Weekly posting of results
  - Purpose and Side Effects HCAHPS Scores
  - Medication Communication Measurevention results
    - Recognition of top performers
- Leader rounding to include medication teach back
Outcomes

- Consistency
- HCAHPS Scores
- Value Based Purchasing Points