

Improving Medication Communication

Baylor Scott & White Medical Center-Marble Falls

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1. Background

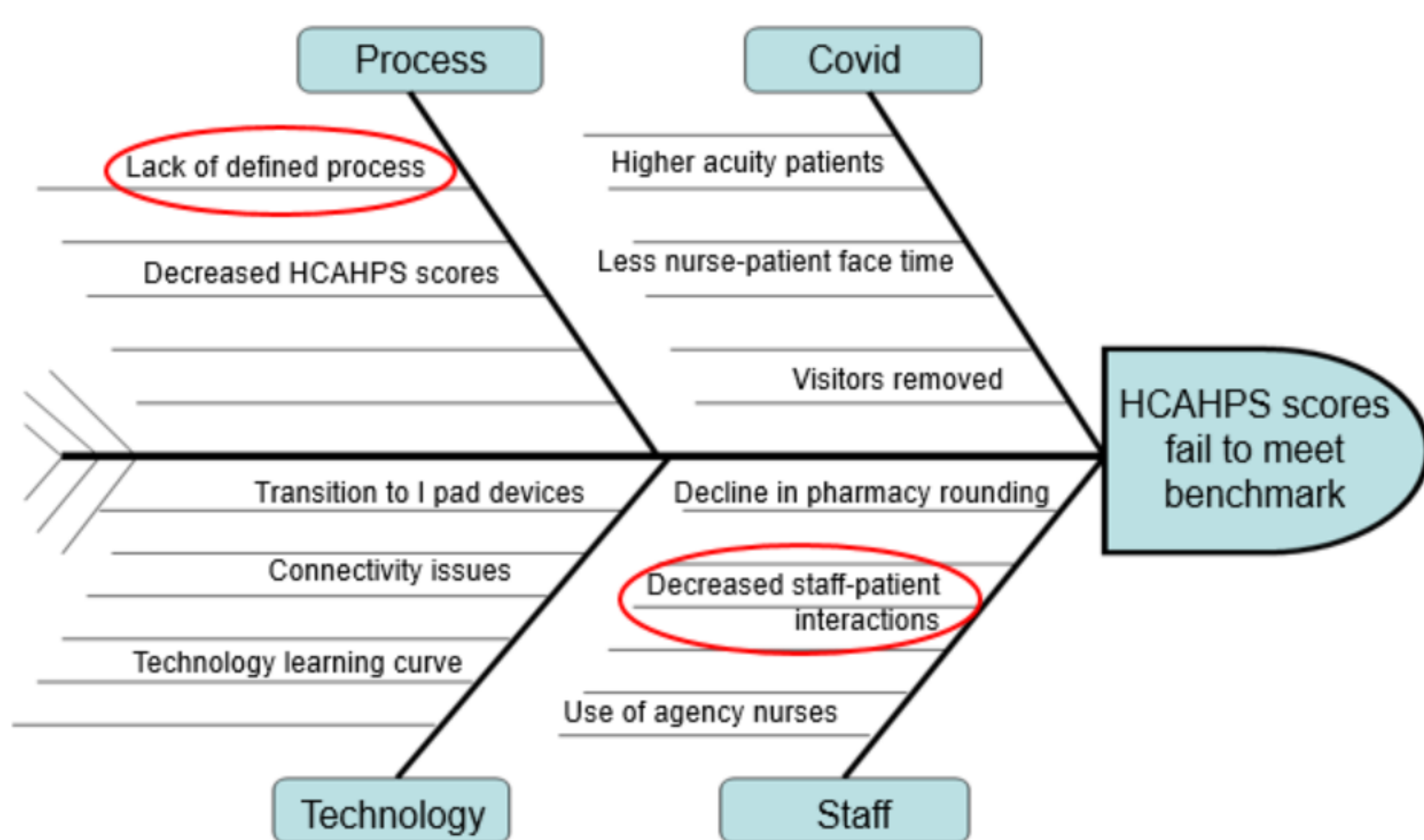
During the time period between July 2019 and June 2020, the medication communication HCAHPS domain score consistently failed to meet the Baylor Scott & White Health (BSWH) top box score of 67.1%. This domain led to an overall hospital HCAHPS score showing a decreased customer satisfaction.

2. Problem Statement

Between July 2019 and August 2020 the HCAHPS composite score declined by 12.5% for the hospital. During the review of the results it was identified that the greatest area in need of improvement for our facility was the medication communication domain.

3. Understand The Problem

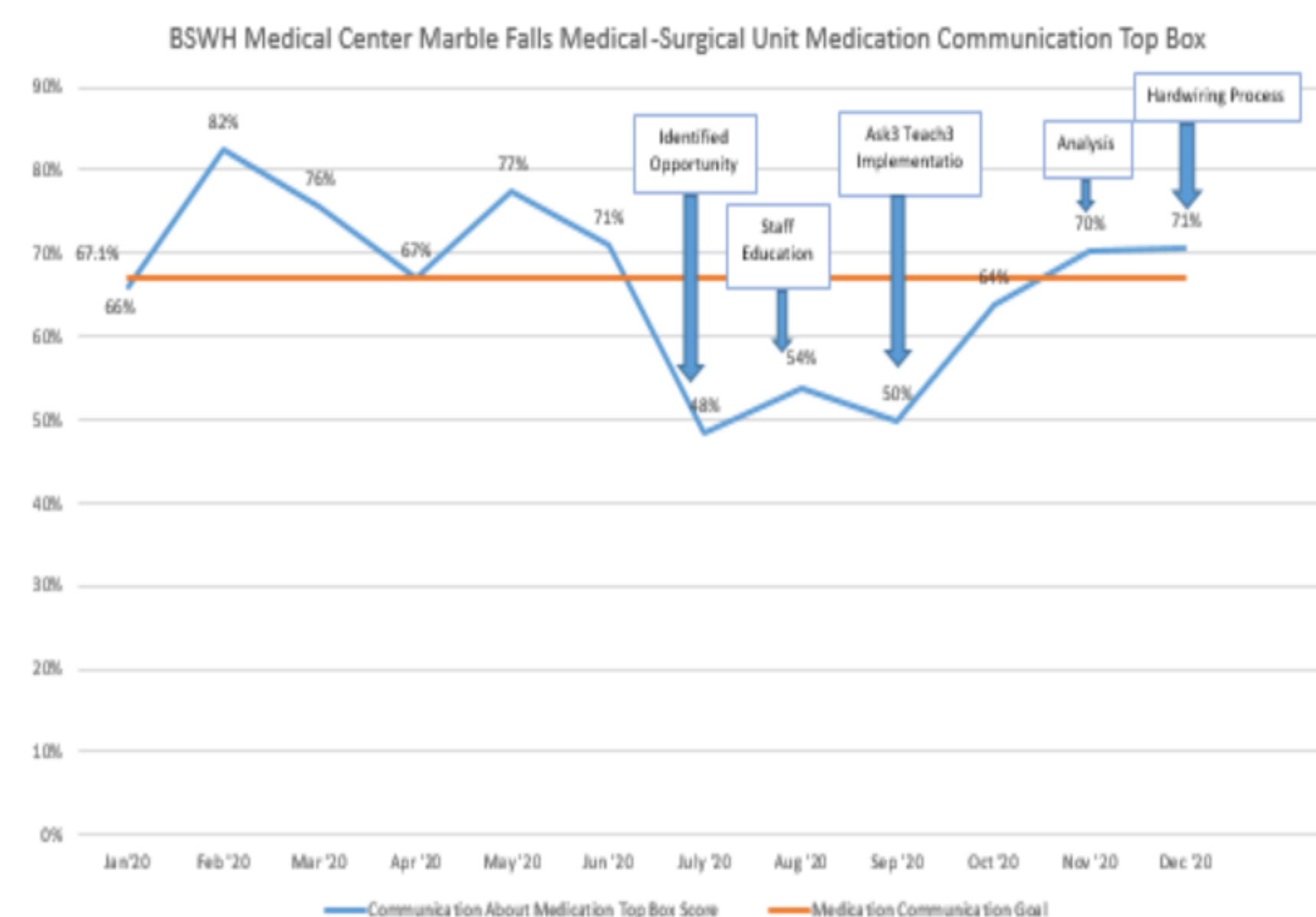
RCA Improving Medication Communication



4. Implemented Change

- Involve Unit Practice Council to hardwire medication communication Ask 3/Teach 3 process and seek approval.
- Change name of white board to communication board in patient rooms. Educate staff on purpose of the boards.
- Implement Ask3/Teach3 methodology. This multi-disciplinary approach will include all disciplines, patient and family/caregiver.
- Hardwire purposeful rounding and bedside shift report to involve patient in plan of care and to increase nurse-patient interaction.

5. Calculate & Demonstrate The Success



- 13.7% increase in overall patient experience scores related to communication about medications from 46.1% to 59.8%.
- 12% increase in medication communication domain from 54.8% to 66.7% .
- 18.4% increase in communication with doctors domain from 76.0% to 94.4%.
- Staff increased awareness of HCHAPS impact on individual bonus program.

6. Lessons Learned

Wins

- Easy to implement
- Part of routine medication administration process
- Cost effective
- Engages the patient/families in their care

Challenges

- Rollout during a pandemic
- Increase travel nurses/RAC
- High acuity patients
- Higher patient volumes