

MEDICATION ADMINISTRATION AND PATIENT SATISFACTION: THE MISSING LINK

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BACKGROUND INFORMATION:

Communication exists in all aspects of the nurse-patient relationship. Hospital Consumer Accredited Health Plan Survey (HCAHPS) data regarding patient satisfaction was reviewed from January 1st-June 30th 2013. Based on our results, we saw a need for improvement in the medication administration and medication side effects areas. In addition to unit based initiatives that included staff education and revising follow up conversations, we initiated a unit based discharge survey that contributed to an overall increase in our patient satisfaction.

OBJECTIVES OF PROJECT:

The purpose of this project was to increase patient's knowledge about medication administration and medication side effects to improve our HCAHPS score.

PROCESS OF IMPLEMENTATION:

We identified the ten most commonly administered medications in the Post Anesthesia Care Unit (PACU). We also educated all staff members through PowerPoint presentations about "Medication Administration Unit Based Initiative" and "Improving Medication Communication". The nursing unit created labeled file folders with commonly used medication education materials. To tailor the unit's needs, we created and implemented a patient satisfaction survey which had questions specifically related to nurses communication on medication administration and side effects. We administered the survey to 152 patients from May 1st through June 15th. Based on the results, our HCAHPS score about communication on medication administration and medication side effects improved from 25% to 100%.

STATEMENT OF SUCCESSFUL PRACTICE:

Educating clinical nurses about the importance of communication about what medications are being administered to the patient and potential medication side effects increased our HCAHPS score by 75%. To ensure sustainability, ongoing education and commonly used medications in PACU will be reassessed quarterly.

IMPLICATIONS FOR ADVANCING THE PRACTICE:

Assessing opportunities to improve patient and provider communication, particularly on what can become routine responsibilities offers the opportunity to dramatically improve both patient safety and satisfaction with their care experience. Emphasis on improving not only satisfaction with but also understanding of medication communication is critical to improving safety outcomes.