

## **MEDS TO BEDS: IMPROVING PATIENT CARE**

Team Leaders: Tiffany LaCoste BSN RN, Bethany Wheeler MSN RN  
Southern Ohio Medical Center, Portsmouth, Ohio

Team Members: Sandra Huff RN, Adam Perkins PharmD RPh, Tom Greene MSN RN CNOR,  
Marsha Artis-Smith BSN RN CPAN, Rory Phillips BSpH MBA RPh, Linda Debo,  
Amber Cook BSN RN, Jonna Curtis BSN RN

**Background Information:** Patients expressed concerns about difficulty getting prescriptions filled after leaving the hospital; patients had to wait in cars, in line, or at home alone after surgery. This caused an impact on patients receiving timely relief of pain or post-operative nausea as well as patient satisfaction and overall rating of the facility.

**Objectives of Project:** To create a process to decrease wait times on filling discharge prescriptions, improving patient satisfaction.

**Process of Implementation:** Surgical Services nurses and Pharmacy collaborated together to create a program called "Meds to Beds." Pharmacy approved third party contracts and created a process to deliver medications to the patients' bedside and collect payment prior to discharge from Same Day Surgery. Same Day Surgery nurses were educated on the process. Patients are offered the service during the preoperative phone call and their preference is documented. A report automatically generates to pharmacy from our electronic health records. On admission, Registrars and Liaisons collect prescription insurance cards. Prescriptions written in phase I PACU are sent to pharmacy. Pharmacy techs deliver filled prescriptions to the patient's bedside in phase II prior to discharge. Pharmacy Techs review prescriptions with the patient and have iPads available to consult with the Pharmacist if needed. Same Day Surgery nurses reinforce medication education at discharge. Initially, delivery of medications delayed discharges. A tracking system was developed to inform pharmacy when patients were nearly ready for discharge. After implementing the tracking system, discharges are no longer delayed.

**Statement of Successful Practice:** Many patients utilize the service. In 2017, 55%-75% of our monthly census used Meds to Beds. OAS CAHPS showed an overall facility ratings greatly increased from 85% to 100% within four months of implementing the meds to beds program. Scores for information given about postoperative pain and nausea increased to 95% and 96% respectively. The program has become so successful in Same Day Surgery that the organization has expanded the service to inpatient departments.

**Implications for Advancing the Practice of Perianesthesia Nursing:** A program that decreases wait times for postoperative discharge medications, increases patient's knowledge of medication management, and improves overall patient satisfaction.