

Teach 3 –Ask 3 Medication Education

Jailene Benitez BSN, RN

Lehigh Valley Health Network, Jailene.Benitez@lvhn.org

Joycemarie Gearhart BSN, RN

Lehigh Valley Health Network, Joycemarie.Gearhart@lvhn.org

Cassidy Koren RN

Lehigh Valley Health Network, Cassidy.Koren@lvhn.org

Samantha Napoli BSN, RN

Lehigh Valley Health Network, Samantha_G.Napoli@lvhn.org

Regina Reyes BSN, RN

Lehigh Valley Health Network, Regina.Reyes@lvhn.org

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Teach 3 – Ask 3 Medication Education

Jailene Benitez BSN RN, Joyce-Marie Gearhart BSN RN, Cassidy Koren RN, Samantha Napoli BSN RN, Regina Reyes BSN RN

Lehigh Valley Health Network, Allentown, Pennsylvania

Background

- Patients' knowledge deficit on new and long term medications have been an ongoing challenge.
- Current Press Ganey Scores on the Inpatient Rehabilitation Center are less than 90%.
- Lack of consistent patient education effects patients' knowledge and patient satisfaction scores.
- Purpose is to improve medication knowledge and Press Ganey scores related to medication teaching.

PICO Question

- P-Patients in Inpatient Rehabilitation
 - I- Teach three- ask three medication teaching
 - C- No medication teaching
 - O-Increased patient satisfaction scores
- In Inpatient Rehabilitation, will a teach three- ask three medication teaching versus no medication teaching, increase patient satisfaction scores relating to medication knowledge?

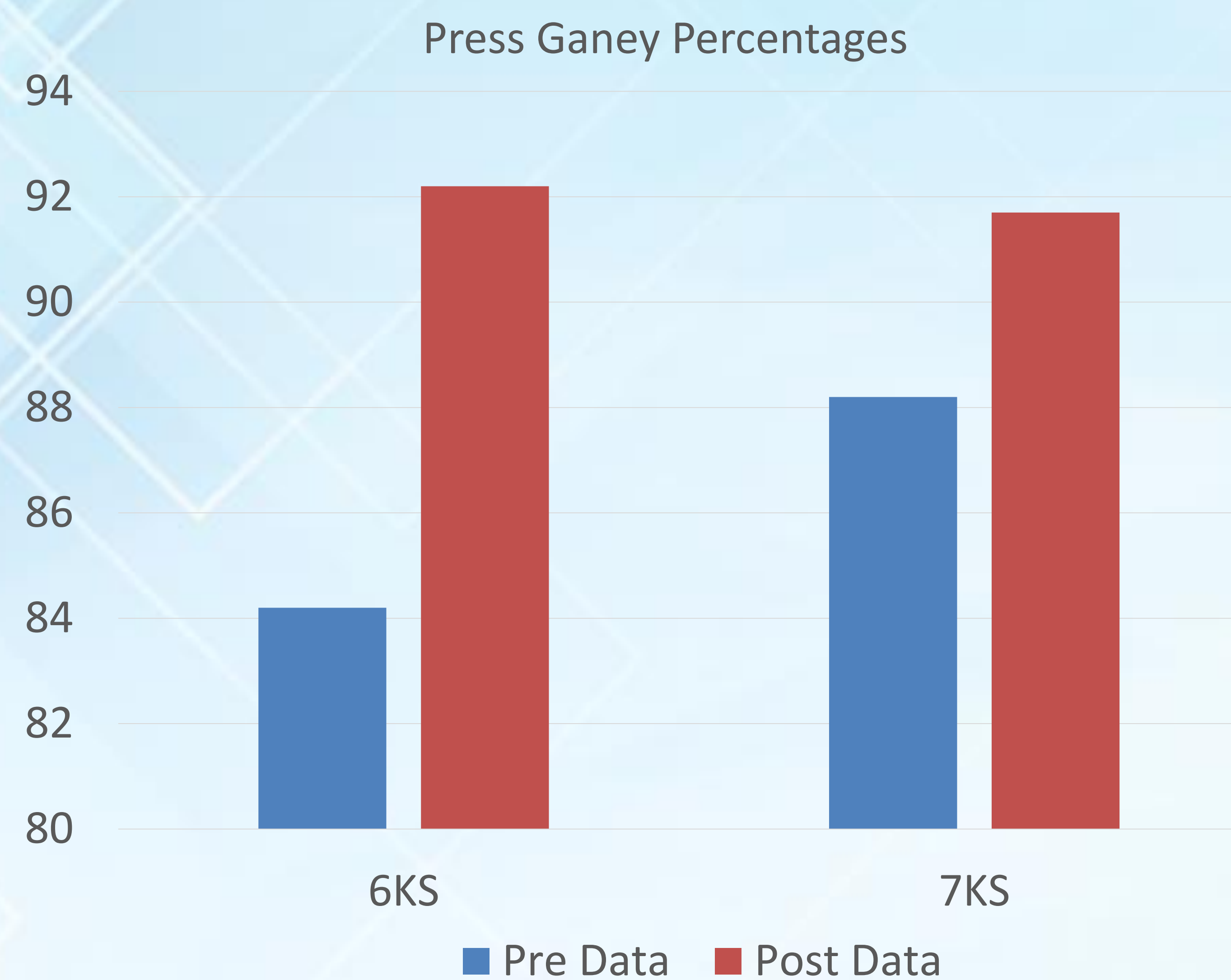
Evidence

- Utilizing a “teach three, ask three” education method, patients showed a significant improvement on remembering side effects of medications (Ahrens et al., 2013).
- Providing informational handouts of medications improved HCAP scores (Jones et al., 2016).
- Teach back is an effective way to evaluate how well the patient is learning education taught by health care providers (Tamura-Lis, 2013).

Implementation

- Educated 32 staff RNs on the “teach three-ask three” method via TLC learning activity
- The nurse asks three questions, and then instructs the patient to “teach back” to him/her
 - What medication are you taking? What does this medication do? What is a side effect of this medication?
 - Notecards printed and secured to computers in each patient room with questions to prompt the nurse
- Pre-data collected from FY 18's first quarter's Press Ganey scores

Data



Outcomes

- The Press Ganey question – nurses' instructions related to homecare and medications
 - Pre data was from Quarter 1 of FY 18
 - Implementation was Quarter 2-3
 - Post data was from Quarter 4
 - 6KS increased by 8%
 - 7KS increased by 3.5%



Conclusion

- Press Ganey scores post-intervention revealed scores above 90%
- Patient satisfaction increased in regards to medication teaching, proving to support the PICO question

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