Structured Medication Education to Improve Patient Satisfaction Scores

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INTRODUCTION
A 34-bed acute inpatient rehabilitation center located within a large, academic Magnet hospital, looked at ways to improve patient satisfaction. By analyzing Press Ganey scores, it is evident that medication teaching is an area to improve.

GOALS/PURPOSE
Medication teaching is an important part of a patient’s hospitalization. While on a rehabilitation unit, it is important for patients to understand what medications they will be going home on, how to administer these medications and any side effects to be aware of. This education component is essential to integrate patients back into their home setting to improve compliance and reduce readmissions.

LITERATURE
“Information about what medications to take and how to take those medicines safely and effectively after hospitalization is the most critical area of patient education” (Kimball et al. 2010, p. 31).

“By employing the teach-back method, the nurse can readily assess the educational needs of the patient” (Ahrens & Wirges, 2013, p. 283).

“Teach-back methodology, defined by asking patients to repeat in their own words what they need to know or do, in a non-shaming way, has proven to be successful in educating patients” (Jones & Coke, 2016, p. 537).

METHODS/IMPLEMENTATION
In an effort to improve this part of patient care, patients are given formal medication teaching sessions. This allows for a dedicated, uninterrupted period of time to review medications and their side effects. In the first education session, patients are given cards with medication tips (purpose, side effects). During the second session, the patient does a teach-back with the nurse to demonstrate understanding or identify additional learning opportunities.

• Staff education via on-line learning modules
• Dedicated teaching sessions for patients
• Teach back strategies
  ▪ What is the name of your medication?
  ▪ What does this medication do?
  ▪ What is a side effect of this medication?

OUTCOMES/RESULTS
Post implementation, Press Ganey scores were reviewed and showed an increase by 5.8%.

REFERENCES:
