

Improving Press Ganey Scores by Providing Group Medication Education

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IMPROVING PRESS GANEY SCORES BY PROVIDING GROUP MEDICATION EDUCATION

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BACKGROUND

- Low Press Ganey scores on the medication education questions
- Readmission due to noncompliance

PICO

- **P** Adolescent Behavioral Health
- **I** Educational group on patient medications
- **C** Existing medication education procedures
- **O** Improved Press Ganey scores

EVIDENCE

RN-led medication education was associated with increased patient medication adherence following discharge (Kessler & Bjorklund, 2020).

Using games during medication education groups and providing patients with medication education handouts were associated with positive verbal feedback from adolescent patients and their parents, but the researchers were not able to separate Press Ganey scores of those who attended the sessions and those who did not, so there was no way to tell whether the intervention improved Press Ganey scores on medication education questions (Eisenmann, 2012).

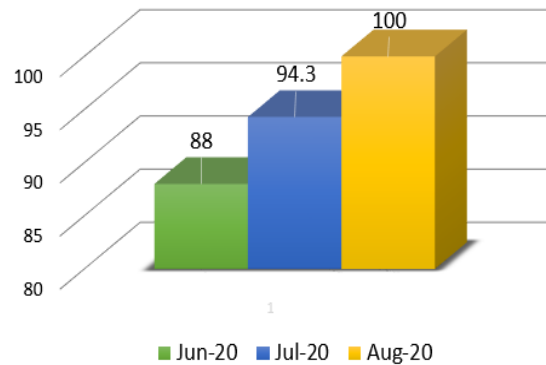
Nurses' use of the teach-back method for medication education was associated with increases from pretest to posttest in patient knowledge regarding medication (Centrella-Nigro & Alexander, 2017).

Noncompliance with medication was lower in the education groups compared to control groups in the short-term and long-term (Xia, Merinder, & Belgamwar, 2011).

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OUTCOMES

Adolescent Unit Press Ganey Scores
"Degree to which nurses kept you informed about your medication"



IMPLEMENTATION

- Develop materials (power point) on the importance of medication compliance
- Obtain approval from Adolescent Behavioral Health Unit to run medication education groups in the evening
- Develop a schedule when medication groups will be run on the unit.
- Provide schedule to Adolescent Behavioral Health Unit PCC and post schedule on the unit.
- Run scheduled medication education groups

NEXT STEPS

- Continue to run medication education groups on the Adolescent Behavioral Health Unit.
- Expand medication education groups to the BH2 Adult Unit.

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Medications Made Easy Word Search

Find the following words:

- adderall
- ativan
- cognatin
- concerta
- depakote
- efforcor
- glad
- halodol
- kenopsin
- leasapno
- lithium
- prozac
- serquel
- strattera
- xanax

What does GLAD stand for?

Place the medications into their appropriate drug category:

- Mood Stabilizers
- ADHD Medications
- Anxiolytics
- Antipsychotics
- Antidepressants