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INTRODUCTION

Recently discharged patients receive the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey requesting information about the patient’s hospital experience. Survey components include the patient’s perception of communication from physicians and nurses generally and concerning medications, hospital cleanliness and quietness, overall rating of the hospital, and if the hospital would be recommended to others. The HCAHPS collects and reports data using standardized questions patients feel are important enabling them to compare each hospital on a local, statewide, or national level. HCAHPS surveys are directly proportional to Medicare reimbursement rates- incentivizing hospitals to improve quality of care. Additional to financial implications, a study reported in Circulation: Cardiovascular Quality and Outcomes concluded that “higher patient satisfaction is associated with improved [hospital] guideline adherence and lower inpatient mortality rates- suggesting that patients are good discriminators of the type of care they receive.”³ Northeastern Health System (NHS), aims to improve the current medication communication score of 52.47% (national average of 65%²).

AIM STATEMENT

Achieve NHS HCAHPS medication communication score of 75% in one year.

PROJECT DESIGN

1. HCAHPS questionnaire was reviewed and identified question 25 (“When I left the hospital, I clearly understood the purpose of each of my medications.”) as an area for improvement.
2. “Nursing to review ALL discharge medications WITH patient” was added to the default discharge order set.
3. Create PowerPoint presentation educating each physician on the importance of HCAHPS and encouraging the use of specific language when reviewing medications with patients at discharge.

RESULTS AND NEXT STEPS

1. Reevaluate HCAPS score quarterly for the next year.
2. If the medication communication scores improve by 5% per quarter, steps will be taken to target other questions in the same category.
3. If the scores do not improve by 5% per quarter, consider post-discharge patient contact to review medications.

HCAHPS Survey	
<p>SURVEY INSTRUCTIONS</p> <ul style="list-style-type: none"> ◆ You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient. ◆ Answer <u>all</u> the questions by checking the box to the left of your answer. ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this: <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No → If No, Go to Question 1 <p><i>You may notice a number on the survey. This number is used to let us know if you returned your survey so we don't have to send you reminders.</i> <i>Please note: Questions 1-25 in this survey are part of a national initiative to measure the quality of care in hospitals. OMB #0938-0981</i></p>	
<p>YOUR CARE FROM NURSES</p> <p>1. During this hospital stay, how often did nurses treat you with <u>courtesy and respect</u>?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p> <p>2. During this hospital stay, how often did nurses <u>listen carefully to you</u>?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p>	<p>3. During this hospital stay, how often did nurses <u>explain things</u> in a way you could understand?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p> <p>4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always <input type="checkbox"/> I never pressed the call button</p>
<p>YOUR CARE FROM DOCTORS</p> <p>5. During this hospital stay, how often did doctors treat you with <u>courtesy and respect</u>?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p> <p>6. During this hospital stay, how often did doctors <u>listen carefully to you</u>?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p> <p>7. During this hospital stay, how often did doctors <u>explain things</u> in a way you could understand?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p>	<p>YOUR EXPERIENCES IN THIS HOSPITAL</p> <p>10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 12</p> <p>11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p> <p>12. During this hospital stay, did you need medicine for pain?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No → If No, Go to Question 15</p> <p>13. During this hospital stay, how often was your pain well controlled?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p> <p>14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p>
<p>THE HOSPITAL ENVIRONMENT</p> <p>8. During this hospital stay, how often were your room and bathroom kept clean?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p> <p>9. During this hospital stay, how often was the area around your room quiet at night?</p> <p><input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always</p>	

REFERENCES

1. “Home - Centers for Medicare; Medicaid Services.” CMS, CMS, www.cms.gov/.
2. Prochnow, Jenny A, et al. “Improving Patient and Caregiver New Medication Education Using an Innovative Teach-Back Toolkit.” Journal of Nursing Care Quality, vol. 34, no. 2, 14 May 2018, pp. 101–106., doi:10.1097/NCQ.0000000000000342.
3. Patient Satisfaction: History, Myths, and Misperceptions. Virtual Mentor. 2013;15(11):982-987. doi: 10.1001/virtualmentor.2013.15.11.mhst1-1311.