



Patient Medication: It's Impact on the Discharged Medical/Surgical Patient



Cathleen D. Butenewicz, MSN BSN RN-BC

Problem

- Acute care facilities have seen an increased frequency of recently discharged patients returning as readmissions within a short time frame.
- ❖ As part of the Centers for Medicare and Medicaid Services [CMS] Readmissions Reduction Program, organizations will begin to see penalties levied against their institution for readmissions within 30 days.
- ❖ The Agency for Healthcare Research and Quality [AHRQ] has found patients suffer complications and readmissions due to their lack of understanding of the purpose and side effects of their prescribed medications.
 - o Lack of medication understanding has led to more than \$15 billion annually in readmission costs.
- ❖ Medicare recipients have a one in five (19.6%) readmission rate.
 - o Organizationally, we have a 13% readmission rate for Medicare patients for the past two years.

Purpose

Improve the understanding of prescribed medications prior to discharge by developing, implementing, and evaluating a patient education model presented to patients and their families.

- ❖ Goal
 - o Ensure adequate comprehension of purpose, potential interactions, and side effects
 - o Provide patients with a smooth transition of care upon discharge and ultimately assist them in maintaining their health balance and avoiding readmissions.
- ❖ Objectives
 - o Define an educational module for patient medication education
 - o Develop and implement a nursing needs assessment with participants
 - o Develop educational module and monitor outcomes through Quarter 1 FY15
 - o Predict 5% increase in patient understanding of medication purpose, potential interactions, and side effects.

Significance

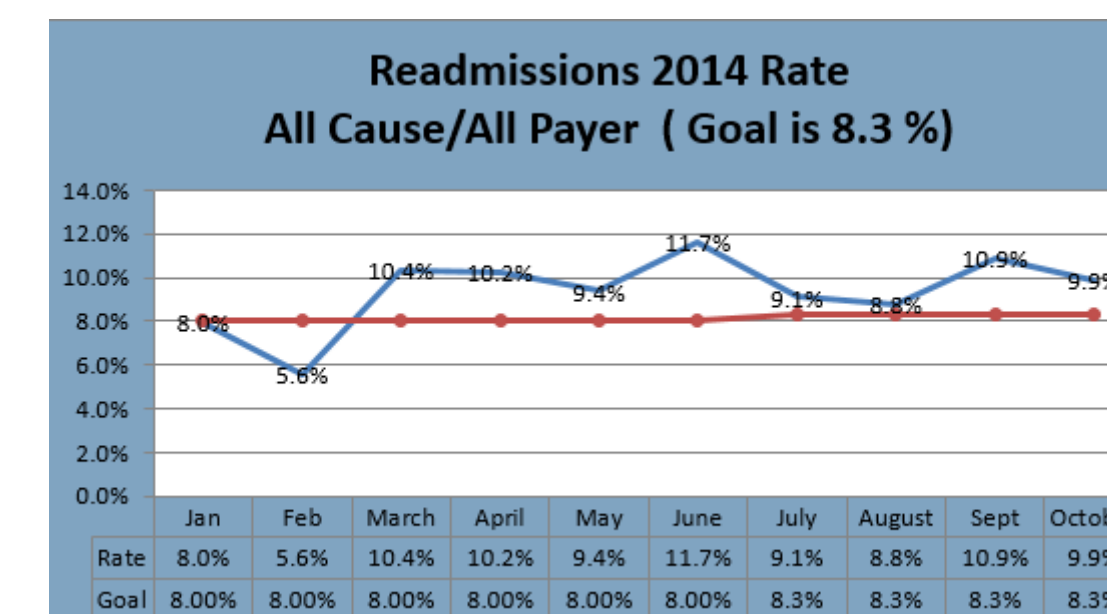
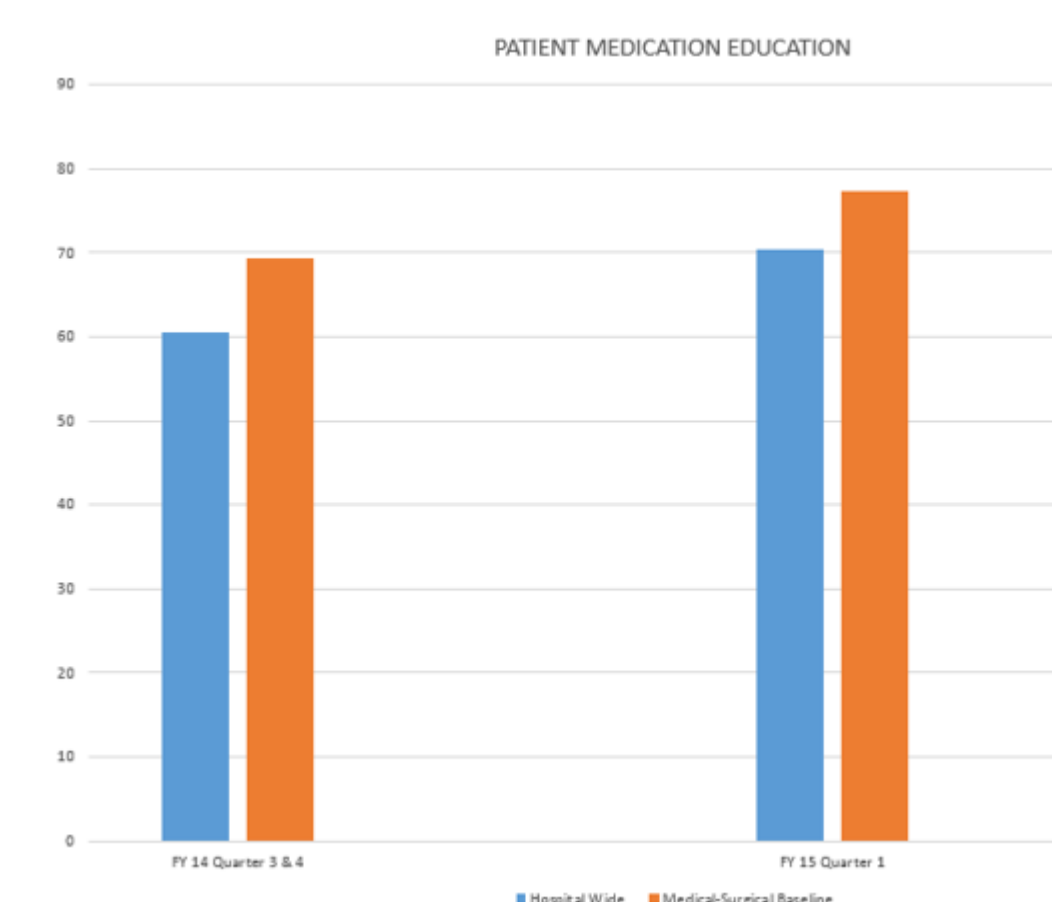
- Patient and care provider knowledge is a necessity in empowering patients to take control of their health. They are considered consumers of healthcare.
- ❖ Informed consumers are more likely to comply with prescribed medication regimens.
 - o Studies have shown patients are less anxious, more secure, and better able to take charge of their medication.
- Professional nurses promote health, prevent disease, and assist patients in coping with their healthcare needs.
- ❖ They are advocates and health care educators for patients and their families.
- ❖ By working within a philosophy of patient-centered care, nurses can ensure patients are better able to handle the on-going challenges of their prescribed medications.

Plan

- ❖ Review NRC Picker Scores and determine baseline metrics based on the following questions:
 1. Did someone on the hospital staff explain the purpose of the medications you were to take at home in a way you could understand?
 2. Before giving you any new medicine, how often did the hospital staff describe possible side effects in a way you could understand?
- ❖ Determine baseline measurements from FY14 Quarter 3 & 4
- ❖ Determine goal of project
 - o 5% increase in NRC Picker scores related to medication education
- ❖ Develop patient education model to increase medication understanding
 - o Laminated medication cards to include picture of medication, purpose, and side effects
 - o Placed on ring for easy review at bedside and sent with patient upon discharge

Evaluation

Overall	CAHPS Dimensions	Benchmarks		Fiscal Year-To-Date		SSU 3 South		
		NRC 60th Percentile*	NRC 80th Percentile	Current YTD	Previous Year	Qtr 1 FY2015	Qtr 4 FY2014	Qtr 3 FY2014
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	Communication About Meds	52.1%	57.9%	66.7% PR=94	56.5% PR=76	66.7%	52.6%	63.6%
When I left the hospital, I clearly understood the purpose for taking each of my medications.	Care Transitions	62.2%	67.5%	75.0% PR=94	65.6% PR=73	75.0%	68.4%	63.9%
Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	Communication About Meds	79.8%	84.4%	90.0% PR=94	74.6% PR=34	90.0%	85.0%	81.8%



Conclusions

- ❖ Direct correlation between patient medication education and it's impact on the discharged medical/surgical patient illustrates how the healthcare team is failing their patients.
- ❖ Individualized medication education, presented at an understandable level prepares patients for optimal health outcomes and increased quality of life as illustrated by:
 - o Increased patient comfort and comprehension related to medication purpose and side effects.
 - o Decreased hospital readmissions
- ❖ Further replication of this tool is needed to test it's reliability and validity.
- ❖ A longitudinal study would be beneficial to ascertain it's global impact of the discharge medical/surgical patient.

Theoretical Framework

- ❖ Health status is influenced by individual behaviors and characteristics yet driven by social, economic, and environmental circumstances.
- 1. Patricia Benner: Novice to Expert Theory – applied to any one person/group and provides strong guidelines when educating others on medication safety.
- 2. Virginia Henderson: Need Theory – assists nurses in helping patients/families understand their medications so they can safely care from themselves upon discharge.
- 3. Cognitive Learning Theory dictates learning is a social process with individuals acting as role models thusly the educator shows patient/families socially healthy experiences and choices for them to observe and repeat.
- ❖ All recognize learning as an active process influenced by the receiver, the educator and the environment.
- ❖ Different theories all lending credence to education comprehension based on patient/family willingness, readiness, ability to understand, delivery, and environment.

Review of Literature

- Patient Education literature is extensive. Several studies indicate the importance of having information that is understandable and culturally relevant to prevent adverse outcomes.
- Focus: Patient Education provided prior to and post discharge, government agencies, and the nursing profession.
- ❖ Health Literacy – approximately 90 million American adults are considered functionally illiterate.
 - o Average health literacy scores for Black, Hispanic, American Indian/Alaska native identified as being lower than Caucasian and Asian/Pacific Islander adults.
 - o Basic, or below average health literacy scores:
 - Caucasians – 28%
 - Blacks – 58%
 - Hispanics – 66%
- ❖ Diversity & Culture – Minority Americans comprise upwards of 40% of the U.S. population.
 - o Includes age, background, and cultural beliefs.
- ❖ Education – Nurses have a vital role in educating patients and families and must ensure materials are appropriate for the target population.
- ❖ Healthcare Agencies
 - o Joint Commission
 - o Centers for Medicare & Medicaid Services [CMS]
 - o Agency for Healthcare Research & Quality [AHRQ]
- ❖ American Nurses Association
- ❖ Transition of Care