

# The Golden Ticket: Improving Medication Side Effects Teaching on a Telemetry Floor

By Maria Suvacarov MSN FNP-BC CCRN; Cathy Ballenger MSN RN PCCN;

## BACKGROUND

In the first quarter of 2014, the telemetry floor HCAHPS communication about medicine domain scores were at the 8th percentile of the Press Ganey's all hospital database.

## GOAL

Our goal was to reach the 75th percentile within one year.

## RELEVANCE/SIGNIFICANCE

There are a couple of reasons why effective communication about medication is important.

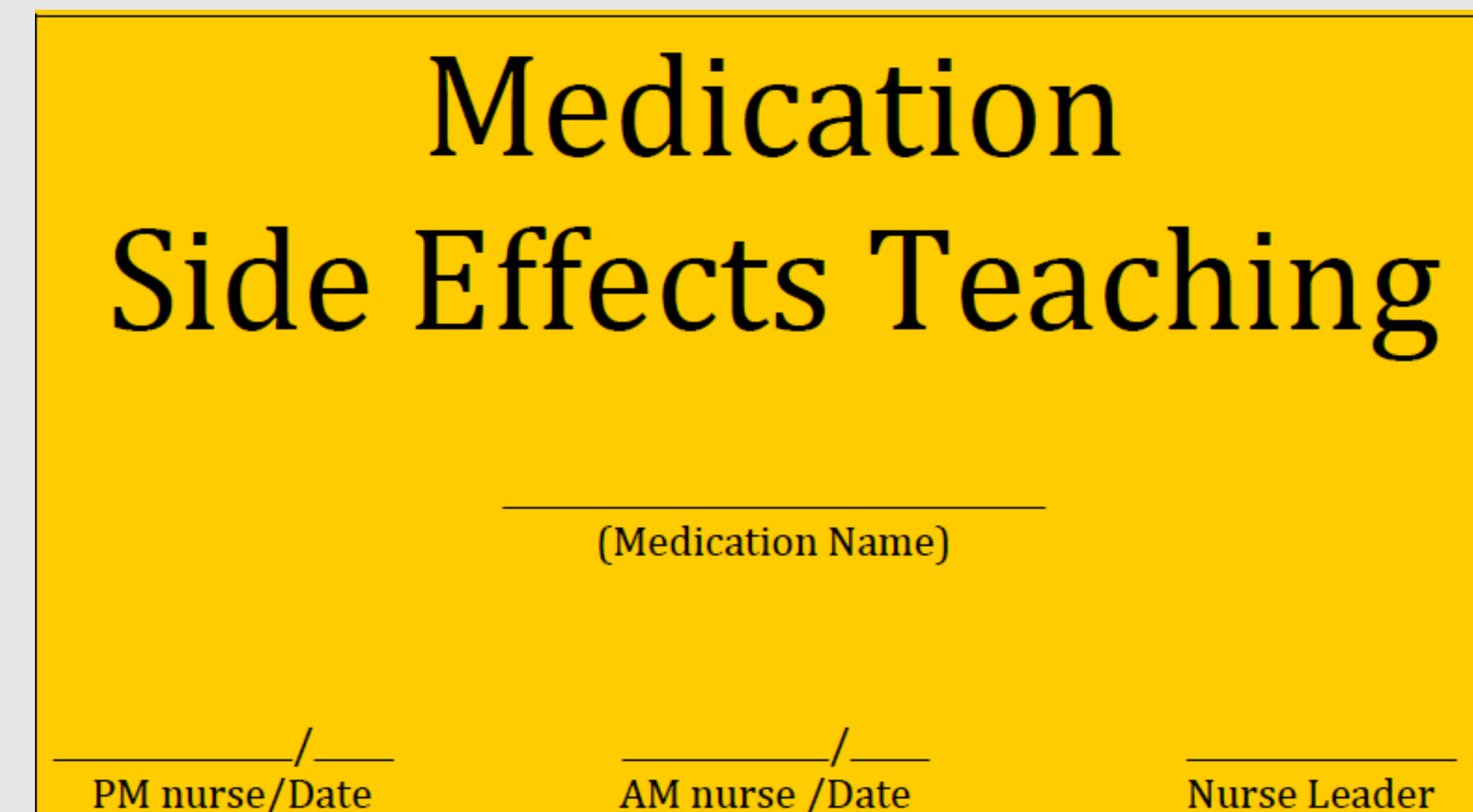
In healthcare, Pay for Performance is a reality that we all are faced with. One of the performance measure is patient satisfaction scores, and particularly satisfaction scores relating to medication teaching and communication.

In addition to the financial incentives to perform well with this measure, there is the "Mom Test" incentive! Providing effective medication communication and teaching is simply the right things to do! There is evidence that clear medication understanding can prevent complications, comorbidities and readmissions.

## METHODS

The key tactics implemented:

- Golden Ticket process was developed
  - The pm or admitting nurse would initiate the golden color form and choose a medication, preferably a new medication, to provide teaching using medication pamphlets. (S)he would write the medication name on the form, sign and date the form and leave it on the sticky board in the room
  - The am nurse would validate and reinforce the teaching on the same med, then also sign the form
  - During nurse leader rounding, the nurse leader would complete the final validation by using the teach back method and remove the ticket from the room
- HCAHPS scores and comments were compiled every Monday morning, reviewed by the unit leadership team, forwarded to the hospital senior leadership team along with action plan items if appropriate
- Scores were shared transparently during monthly mandatory staff meeting, huddles and by emails
- Every success was celebrated with public recognition and monthly unit parties

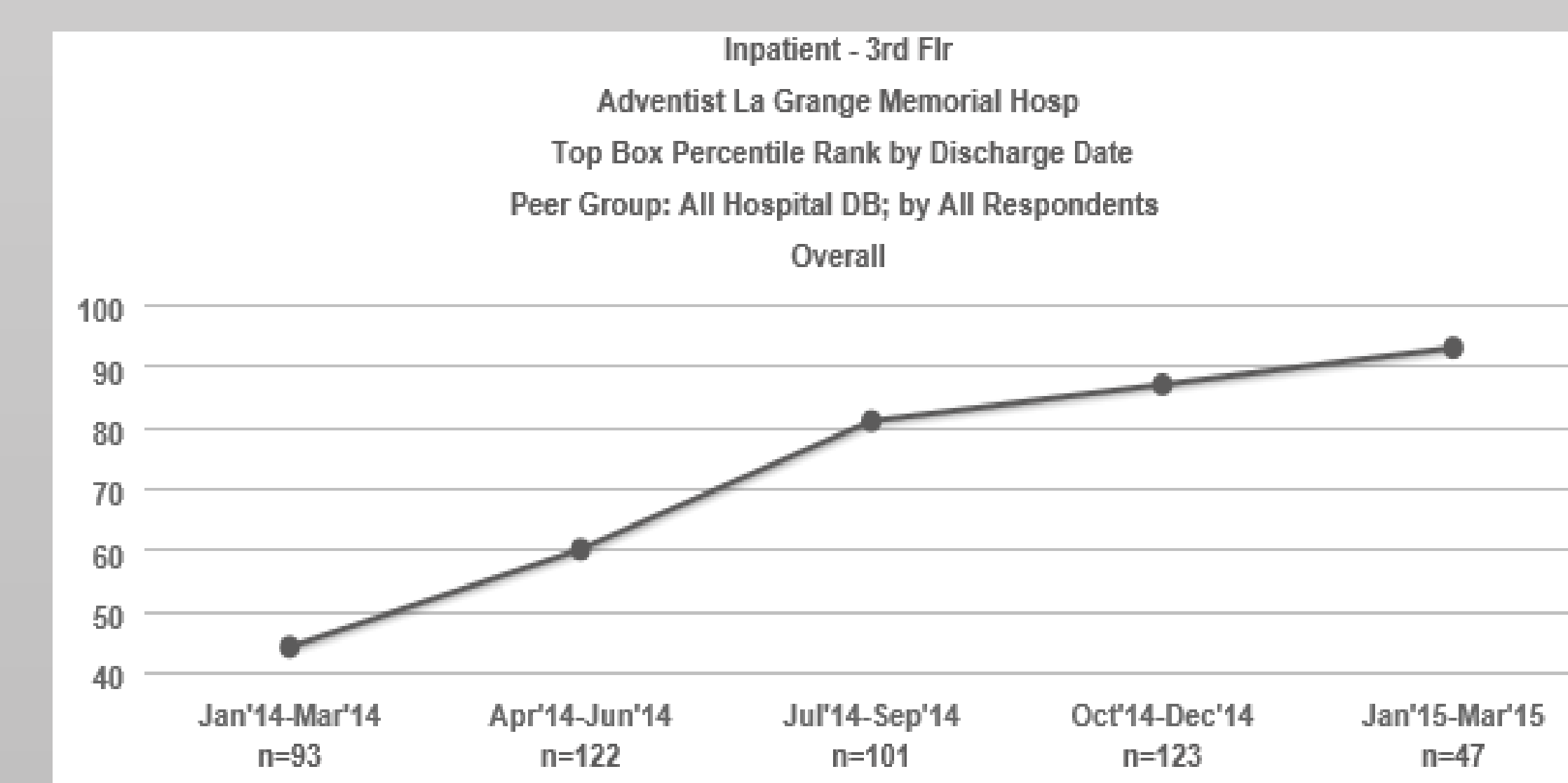
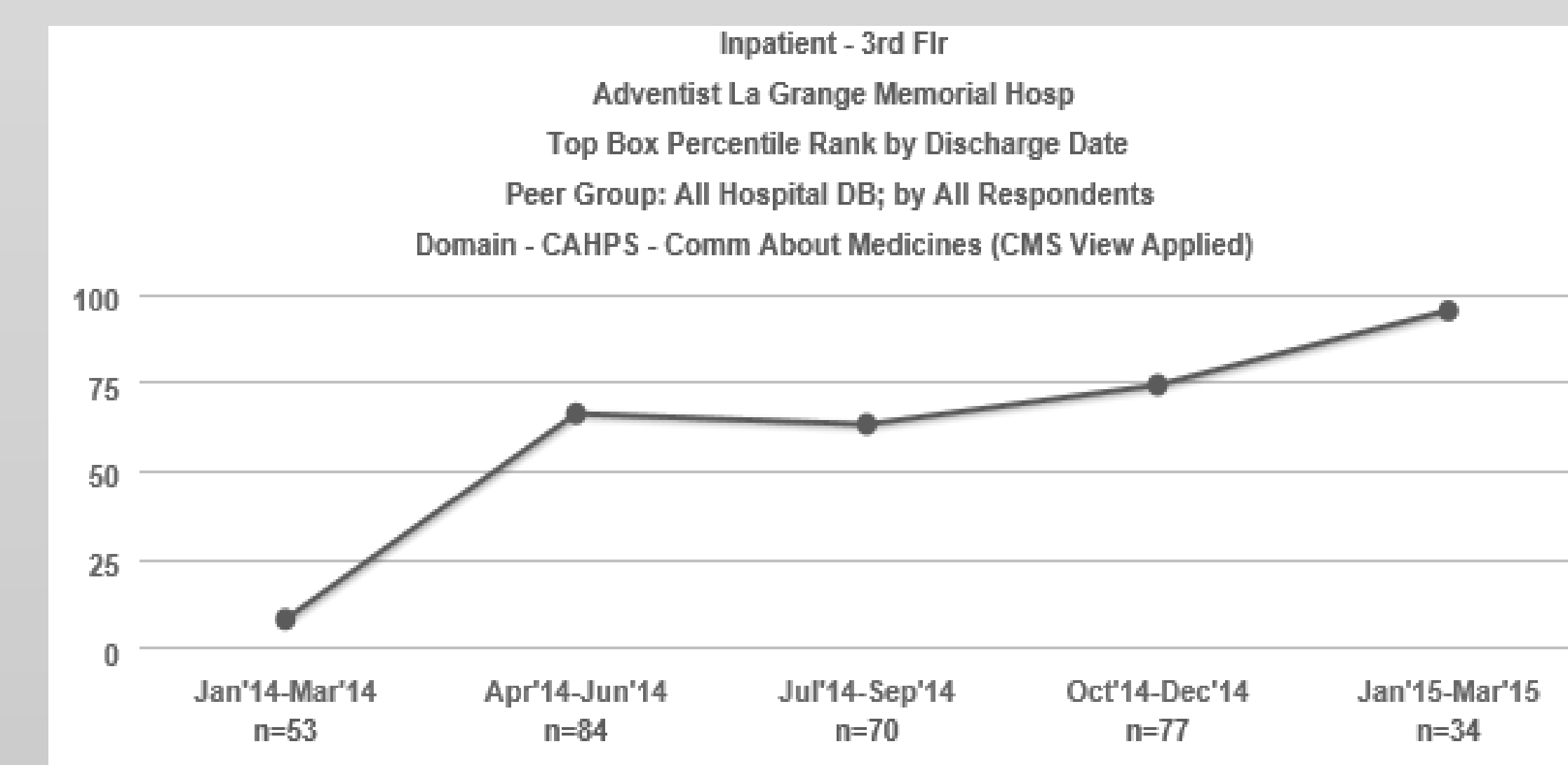


## RESULTS

We were able to increase HCAHPS domain score in communication about medicines from the 8<sup>th</sup> percentile in the first quarter of 2014 to the 95<sup>th</sup> percentile the first quarter of 2015!

While working on this goal, we noticed that our overall score had also increased from the 44<sup>th</sup> percentile to the 93<sup>rd</sup> percentile, and that our

Staff responsiveness score had increased from the 73<sup>rd</sup> percentile to the 92<sup>nd</sup> percentile as well



## IMPLICATIONS FOR PRACTICE

Improvement in medication communication is possible by hardwiring clear processes, being transparent about results, being focused on the outcomes, providing real time coaching and celebrating success. As a possible consequence of improving this particular measure, one can expect an improvement in overall patient satisfaction scores.

Best practices that have helped us accomplish these amazing scores are:

- ❖ The development of the Golden Ticket tool and hardwiring the process for medication communication
- ❖ Weekly review of reports and comments, and sharing these with nurse leaders and staff –we found this to be critical element
- ❖ Monthly mandatory staff meetings where scores and success stories were shared
- ❖ Nurse-leader rounding and real-time follow up and coaching
- ❖ Celebrations of successes, no matter how small

### References

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For additional information please contact:  
Maria Suvacarov MSN FNP-BC, CCRN  
Maria.Suvacarov@ahss.org

Drug Name	Common Reasons for Use	Possible Side Effects
Aspirin (Aspirin®)	To lower blood pressure	• Headache • Stomach pain • Bleeding
Metoprolol (Lopressor®)	To lower blood pressure	• Dizziness • Fatigue • Shortness of breath
Hydrochlorothiazide (Microzide®)	To lower blood pressure and reduce fluid volume	• Dizziness • Fatigue • Headache • Nausea • Stomach pain • Weakness
Losartan (Cozaar®)	To lower blood pressure and reduce fluid volume	• Dizziness • Fatigue • Headache • Nausea • Stomach pain • Weakness
Hydrochlorothiazide (Microzide®)	To lower blood pressure and reduce fluid volume	• Dizziness • Fatigue • Headache • Nausea • Stomach pain • Weakness
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