

Abstract

Introduction: The Hospital Consumer Assessment of Healthcare Providers (HCAHPS) survey allows patients to report the experiences they had at a hospital they were recently discharged from. The survey affects hospitals' reimbursement for patient care from the Centers of Medicare and Medicaid Services. The objective of this study was to measure how the medication side effect education scores improve when the nursing staff are provided with medication information resources.

Methods: This study was conducted at HSHS St. Joseph's Hospital Highland, a critical access hospital, within the 25-bed inpatient unit. A medication resource for nurses was implemented as an intervention to provide them with quick information on common drug class side effects for patient education. The primary outcome assessed the score percentages of medication side effect education before and after the implementation of the medication resource.

Results: The data shows a downtrend in score percentage until the implementation of the medication resource, followed by an uptrend in score percentage after implementation. The percentage scores in the 3-month span before the medication resource was implemented were 77.8%, 57.1% and 33.3%. The percentage scores 3 months after the implementation of the medication resource were 36.4%, 50% and 55.6%.

Conclusion: The study shows promise, but no meaningful conclusions can be drawn from the data at this time due to the limitations found in the study. In order to more accurately assess the effects of the medication resource on patient survey scores, a future study should have a larger sample size to eliminate the negative effects of outlier surveys, assess the data over a longer period of time to identify meaningful trends, and ensure that all staff have access to the medication resource, including new or shared nurses.