

Improving HCAHPS Scores on Medication Education Within the Inpatient Hospital Setting HSHS St. Joseph Hospital in Highland, IL

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Background

- ❖ The Hospital Consumer Assessment of Healthcare Providers Survey (HCAHPS) allows patients to report the experiences they had after discharging from a hospital.
- ❖ The HCAHPS, developed by the Centers of Medicare and Medicaid Services (CMS), affects hospital's reimbursement for patient care.
- ❖ The 3 main goals of the HCAHPS are:
 - ❖ Turn patient experiences into objective data to show meaningful comparisons of hospitals
 - ❖ Incentivization of hospitals to improve patient care for reimbursement
 - ❖ Hold hospitals accountable for the care that is provided or neglected to provide
- ❖ HSHS St. Joseph's Hospital in Highland, IL has had above average overall scores on the HCAHPS but has received lower scores in the medication education focused questions, specifically with medication side effects.
- ❖ The current goal threshold for scoring in the medication side effect education section of the survey is >60%, which has only been achieved 5 months out of the last 12 months.
- ❖ Currently, survey scores show nursing staff are not providing meaningful medication side effect education to patients.

Objective

- ❖ To measure how HCAHPS scores improve in the medication side effect education portion of the survey after implementing pharmacy provided medication resources.
- ❖ Goal: score of medication side effect education portion of HCAHPS >60%.

Results

- ❖ The medication resource was implemented at the beginning of October 2025.
- ❖ The chart and graph shows the medication side effect education scores and the number of surveys.

Communication About Medications Question		
Month	Medication Side Effects Score	Number of surveys
July 2025	77.8 %	9
Aug 2025	57.1 %	7
Sept 2025	33.3%	6
Oct 2025	36.4%	11
Nov 2025	50%	4
Dec 2025	55%	9

Discussion

- ❖ The results show that there is potential for an increase in HCAHPS scores with medication side effect education when nurses are equipped with easily accessible medication resources.
- ❖ The uptrend of survey scores since the implementation of the medication resource show promise for reaching the goal of >60% score on the medication side effect education portion of the HCAHPS.

Strengths	Limitations
Collaboration between nursing and pharmacy	Low sample size
Low-cost implementation	Short study timeframe
Information reviewed by pharmacists	Acceptance of medication resource by nurses variable
	Differences in perceptions of survey answers

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.

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Methods

- ❖ Study setting is at 25-bed inpatient unit at HSHS St. Joseph's Hospital in Highland, IL.
- ❖ Pre-post study design comparing retrospective and prospective survey scores after medication resource implementation.
- ❖ Medication resource reviewed by pharmacy staff.
- ❖ Medication resource provided to nursing staff for patient education of medication indications and side effects.

<p>High Blood Pressure</p> <p>Diuretics (hydrochlorothiazide) DHP CCBs (amlodipine) Non DHP CCBs (diltiazem, verapamil) ACE Inhibitors (lisinopril) ARBs (losartan) Beta Blockers (metoprolol)</p> <p>Pain</p> <p>NSAIDs (ibuprofen, meloxicam) Opioids (oxycodone, morphine) Blood Thinners Heparin, Rivaroxaban, Apixaban Enoxaparin, Warfarin</p> <p><small>If a medication is not listed, refer to Lexicomp for indication and side effects.</small></p>	<p>Light sensitivity, dizziness, muscle cramps Limb swelling, headache, flushing Constipation, headache, puffy gums</p> <p>Headache, hyperkalemia, AKI, cough Headache, dizziness, hyperkalemia, AKI Low heart rate, dizziness, fatigue, headache</p> <p>Stomach pain/discomfort, nausea, bleeding Constipation, nausea, itching, sleepiness</p> <p>Bleeding, bruising, hard to stop bleeds</p>
<p>High Cholesterol</p> <p>Statins Diabetes SGLT2 inhibitors (empagliflozin) Sulfonylurea (glipizide) DPP-4 Inhibitors (sitagliptin) Insulins Metformin</p> <p>Mood Disorders SNRI (venlafaxine, duloxetine) SSRI (escitalopram, sertraline) Benzodiazepines (diazepam) Constipation Laxatives, stool softeners (senna, docusate)</p>	<p>Muscle pain/aches, headache, diarrhea</p> <p>Increased thirst, fast heartbeat, shaking Weight gain, nausea, shaking, fast heartbeat Headache, rash, shaking, fast heartbeat Shaking, fast heartbeat, weight gain Diarrhea, nausea/vomiting, stomach pain</p> <p>Nausea, trouble sleeping, dry mouth Diarrhea, dry mouth, fast heartbeat Drowsiness, dizziness, unsteady balance</p> <p>Stomach cramps, passing gas, dehydration</p>

