



Background

Medication communication is an important component of care delivery in our health care system. It was identified that we are not consistently communicating all three aspects of medications: 1) What medicine is my child on 2) Why (the indication) and 3) The possible common side effects.

This project addressed the Hospital Consumer Assessment of Healthcare Providers and System (HCAHPS) Composite 5: Communication about Medications. The benchmarks from The National Research Corporation (NRC) for communication about medications is 64.5% and the benchmark of the Centers for Medicare and Medicaid (CMS) HCAHPS is 65% and the New York average is 60.8%.

The Ask Me 3 is a low cost and logistically feasible tool that is easy to implement in medical settings to facilitate physician-patient interaction and improved patient satisfaction which may ultimately lead to a reduction in health care disparities.[1]

Ask 3 / Teach 3 initiative showed a significant rise in the HCAHPS medication communication scores from 60% in 2011 to 64% in 2013 at the Cleveland clinic.

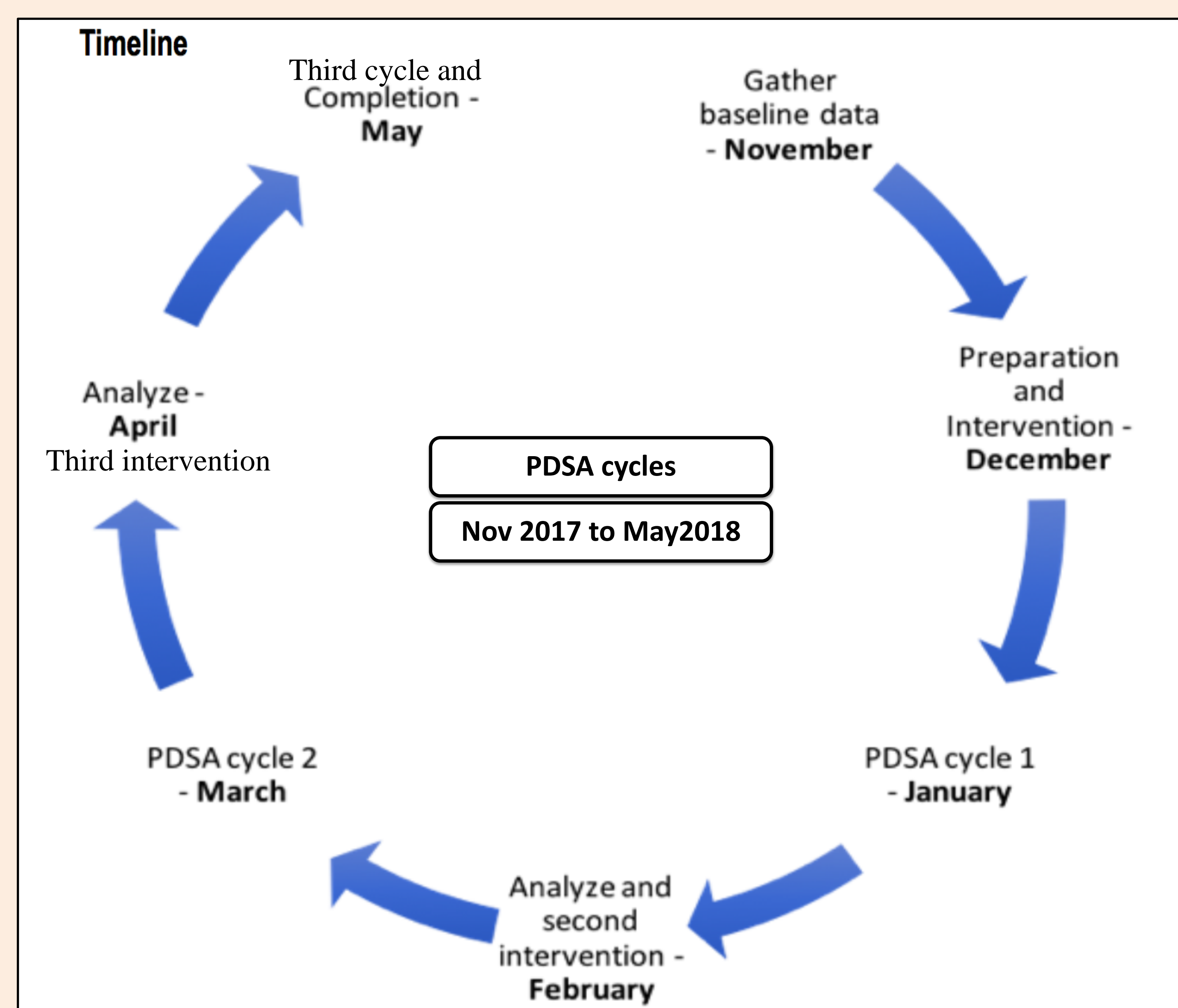
Improving communication about medications and potential side effects using the TEACH-BACK tool has demonstrated a positive impact on patient satisfaction and healthcare outcomes including, but not limited to effective doctor-patient communication, improved disease-specific knowledge, adherence, support and re-admission rates. [2][4][5]

Teach back is a recommended tool in the Health Literacy Universal Precautions tool kit from the Agency for healthcare research and quality (AHRQ) to review understanding in our patients/caregivers. [6]

Residents showed an increase in health literacy knowledge and performance scores improved from adequately to expertly after they used the ASK ME 3/ Teach Back Tool. [3]

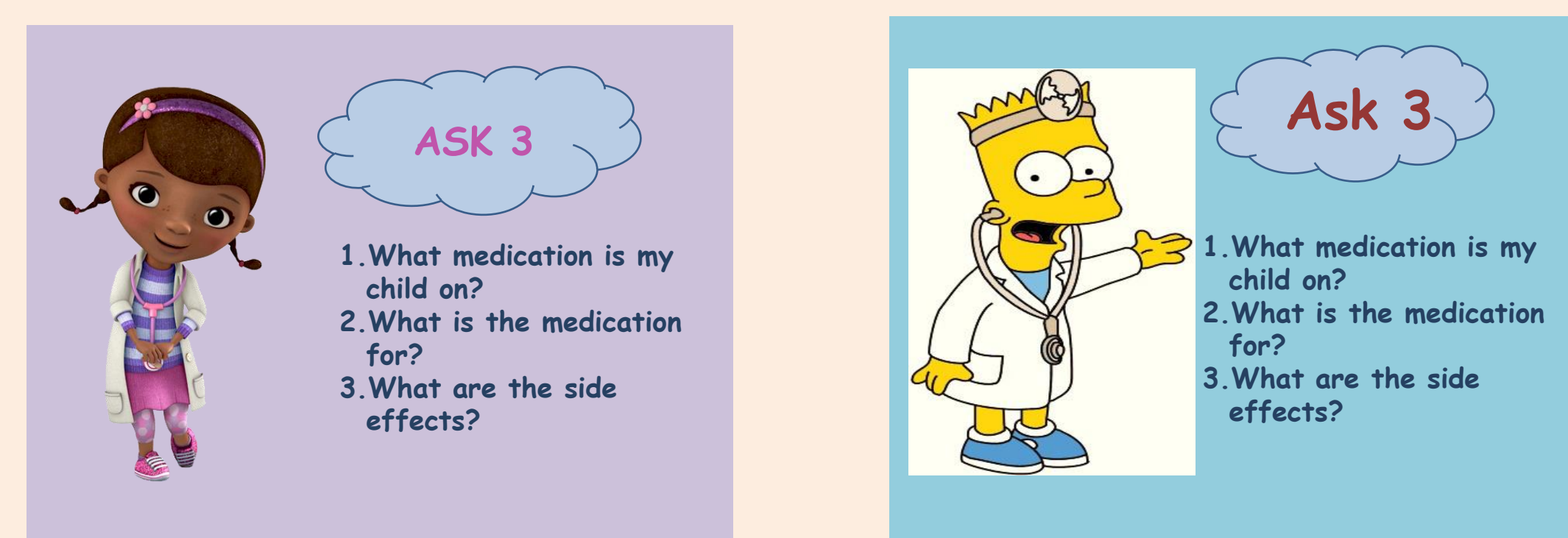
Objectives and Goal

- Improve Health literacy in patients/ parents, patient - physician engagement, patient satisfaction and resident knowledge and confidence
- To improve the documentation of medication communication using the Ask3- Teach3- Teach back tool in 50% or more of admissions to the inpatient pediatric floor, within 24 hours of admission.



Methods

Intervention One- Preparation of Posters in 3 languages (English, Spanish and Creole), Medication folder and Smart phrase in Epic



Intervention 2- Lecture delivered to all residents- Reviewed goals, PDSA cycle, sharing information ,use of translator phone, role play and video of teach back tool

Intervention 3- Incorporated Ask 3 in History and Physical and sign out sheets, emailed pdf of medication list to residents, reminders from team leaders and QI leaders.

Results



Conclusions

- Simple and easy tool for communication of medications
- Parents stated they felt involved and welcomed the idea.
- Residents stated feeling more confident in discussing the medication at the parents level of literacy.

References

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5. The effectiveness of the teach-back method on adherence and self-management in health education for people with chronic disease: a systematic review. JBI Database System Rev Implement Rep. 2016 Jan; 14(1):210-47. Doi: 10.11124/jbisrir-2016-2296.
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