Impact of Pharmacy Patient Education Programs on Medication Related HCAHPS Scores

Ana Lopez-Samblas  
*West Kendall Baptist Hospital*, AnaLS@baptisthealth.net

Maria Rojo-Carlo  
*West Kendall Baptist Hospital*, MariaRoj@baptisthealth.net

Aixa Rey  
*West Kendall Baptist Hospital*, AixaR@baptisthealth.net

Maria Perez Arias  
*West Kendall Baptist Hospital*, MariaPA@baptisthealth.net

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Background

- Hospital Consumer Assessment Healthcare Providers and Systems (HCAHPS) Survey is used to calculate incentive payments in Value-Based Purchasing.
- The HCAHPS Communication about Medications domain evaluates how staff members communicate to patients about new medications regarding:
  - Indication for use
  - Side effects
- The Transition of Care questions ask how clearly patients understood the purpose of taking each of their medications upon discharge.
- The results of the medication related HCAHPS scores from two medical surgical units were studied to assess the impact of two pharmacy patient education programs:
  - Medication Education (MedEd)
  - Transition of Care (ToC)

Program Description

Medication Education (MedEd) Program
- Review medication indications and possible side effects with inpatients, with emphasis on new medications prescribed during hospitalization
- Answer questions from patients regarding their medications

Transition of Care (ToC) Program
- Review discharge medication reconciliations and prescriptions
- Resolve concerns prior to discharge
- Assist with prescriptions that are difficult to fill in community pharmacies
- Provide patient education on how to take their medications post discharge and explain changes in pre-hospitalization regimens
- Provide a wallet-sized “Health Passport” listing medications to continue post-hospitalization

Both programs are conducted by pharmacy students and interns under the preceptorship of pharmacists.

Purpose

- Determine the impact of the ToC and MedEd programs on:
  - Percentile HCAHPS score of patients responding “always” to the Communication about Medications question
  - Percentile HCAHPS score of patients responding “strongly agree” to the Transition of Care medication question
- Determine which program demonstrates a stronger correlation with positive results in the medication related HCAHPS questions

Methods

- Documentation of patient teaching performed as part of the MedEd and ToC programs was utilized for the analysis.
- The percent of patients counseled was determined by dividing the number of educational encounters by the number of patient discharges from the two medical surgical units where the programs were conducted.
- Percentile HCAHPS scores were obtained from Press Ganey reports.
- The correlation between the percent of patients counseled and HCAHPS percentile scores in each of the programs was calculated.

Results

- A total of 1,265 educational interventions (463 ToC discharge counseling and 802 MedEd) were conducted from October 2014 to April 2015.
- A total of 3,274 patients were discharged from the two medical/surgical units during the 7 month study period.
- Returned surveys:
  - 164 (5% of patients discharged) responding to the Communication about Medications question
  - 255 (8% of patients discharged) responding to the Understanding Medications Upon Discharge question

| Relationship between percent of patients counseled and HCAHPS %ile score |
| --- | --- |
| % of patients counseled total | Upon discharge, %ile score |
| 98%ile | 97%ile | 91%ile | 94%ile | 95%ile | 97%ile | 93%ile |
| 45% | 45% | 61% | 58 | 31% | 24% | 41% |

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<th>Correlation between percent of patients counseled and Medication communication percentile score</th>
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Discussion

- There is a statistically significant correlation between the percent of patients counseled and the percentile HCAHPS scores for Communication about Medications and Understanding Medications Upon Discharge.
- There is a statistically significant correlation between the percent of patients receiving ToC and the percentile HCAHPS scores for Communication about Medications and for those receiving MedEd and Understanding Medications Upon Discharge. There was no significant correlation between MedEd and Communication about Medications, or those receiving ToC and Understanding Medications Upon Discharge.

Conclusion

Educational programs in which pharmacy staff counsels patients about their drug therapy can have a positive impact on medication related HCAHPS scores.