

## BACKGROUND

Medication teaching is a critical component of nursing care that impacts both patient safety and satisfaction. One of the key HCAHPS survey questions asks patients how often nurses explained medications and their side effects. Historically, this has been a challenging area, with inconsistent teaching practices leading to variability in patient understanding and lower satisfaction scores. Addressing this gap can improve communication, strengthen patient trust, and foster a culture of safety. Evidence indicates that consistent, structured medication education and methods like teach-back can significantly improve patient comprehension and experience ratings.

## PURPOSE

To improve HCAHPS patient satisfaction scores by 5–10% in the domain of medication education by ensuring nurses consistently explain the side effects of at least 2–3 medications during each administration.

## METHODS

Plan-Do-Study-Act (PDSA) cycle(s) are used to assess efficacy quarterly through HCAHPS scores. The initiative will be introduced and reinforced through huddles. Laminated quick-reference cards with common medications and side effects will be placed on each Workstation on Wheels along with use of Lexicomp for uncommon drug references. Registered nurses will explain 2-3 of these meds during each administration with the patient.

## Your Medication Matters



DROWSINESS



DIZZINESS

## RESULTS

While we do not have results of our own yet (the current quarter is our baseline), studies support evidence that we can reasonably expect the following:

- 5–10% increase in patient satisfaction related to medication education on HCAHPS surveys.
- Improved patient recall and understanding of medications.
- Increased consistency in nursing practice at the bedside.

## CONCLUSIONS

Consistent use of structured, nurse-led education is supported by prior evidence showing that both teach-back and focused communication interventions increase patient knowledge and satisfaction. Supported by literature, this initiative aligns with best practices in nursing education and patient communication and can enhance HCAHPS scores.

## REFERENCES

