



An “always culture” is a safe culture, and in order for our patients to answer “always” to these questions, we need to repeatedly educate our patients on their medications, and the possible side effects, for every dose...every time.

TACTICS

Explain Your Care—Administering Medications:

Explaining the medication’s name, the dosage, the purpose of the medication, and the possible side effects.

Teach Back:

Asking the patient to repeat, or teach back to you what you have just explained to them.

Regular Rounding:

During regular rounding, when you ask about pain, it is only natural to ask about their medications.

Bedside Shift Report:

Reassures the patient that the oncoming nurse is aware of their goals and preferences.

Post-Discharge Phone Call:

Using this opportunity ask specific questions about their medications.

HCAHPS QUESTIONS

The following HCAHPS questions are addressed in the Communication on Medications training:

1. Before giving you any new medications, how often did hospital staff tell you what the medicine was for?
2. Before giving you any new medications, how often did hospital staff describe side effects in a way you could understand?

TAKE AWAY

If you implement one tactic when you are communicating with patients and families on medications, be sure to explain your care when administering medications. Remember to present those four points of: the medication’s name, dosage, the medication’s purpose, and its side effects.