Evaluating patient perception of medication counseling at a community teaching hospital (EVAL-MED)

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Background

• HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a standardized, national patient satisfaction survey for hospitals by the Centers for Medicare and Medicaid Services

• Survey is distributed to a random sample of patients between 48 hours and 6 weeks of discharge from inpatient admission

• Results of the survey are required to be publicly available which entices hospitals to improve their quality of care

• Major area for improvement in HCAHPS scores is education about medications including what they are used for and any side effects the patient may experience

Objective

• Determine how well patients are retaining the education about their medications provided by different healthcare professionals in order to improve HCAHPS scores at Hunterdon Medical Center

Method

• Institutional review board approved this prospective study

• 125 patients were surveyed from July 2019 through September 2019 using the Likert Scale regarding how well they retained the information on which they were educated

• Inclusion criteria:
  • Patients 18 years of age or older
  • Patients who are admitted to the hospital

• Exclusion criteria:
  • Patients in the Emergency Department
  • Patients admitted to the following units: Maternity, Behavioral Health, Intensive-Care Unit, and Pediatrics
  • Patients not ready to receive counseling due to mental status

• Primary outcome:
  Mean score of patient retention of medication education including name of medication, indication, and side effects

• Secondary outcome:
  Type of healthcare professional providing the medication education

Table 1: Baseline Characteristics n (%)

<table>
<thead>
<tr>
<th>Year</th>
<th>18-49 years</th>
<th>50-64 years</th>
<th>65-74 years</th>
<th>75 years or older</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>38/125 (30.4)</td>
<td>34/125 (27.2)</td>
<td>32/125 (25.6)</td>
<td>4/125 (3.2)</td>
<td>125</td>
</tr>
<tr>
<td>Female</td>
<td>62/125 (49.6)</td>
<td>34/125 (27.2)</td>
<td>32/125 (25.6)</td>
<td>4/125 (3.2)</td>
<td>125</td>
</tr>
</tbody>
</table>

Table 2: Average Scores of Self-Reported Retention

<table>
<thead>
<tr>
<th>Number of New Medications</th>
<th>Names of Medications Average Score</th>
<th>Indications of Medications Average Score</th>
<th>Side Effects of Medications Average Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-1 New Medications</td>
<td>10/125 (8.0)</td>
<td>8/125 (6.4)</td>
<td>4/125 (3.2)</td>
</tr>
<tr>
<td>2-3 New Medications</td>
<td>14/125 (11.2)</td>
<td>12/125 (9.6)</td>
<td>5/125 (4.0)</td>
</tr>
<tr>
<td>4-5 New Medications</td>
<td>15/125 (12.0)</td>
<td>12/125 (9.6)</td>
<td>6/125 (4.8)</td>
</tr>
<tr>
<td>6-7 New Medications</td>
<td>15/125 (12.0)</td>
<td>12/125 (9.6)</td>
<td>7/125 (5.6)</td>
</tr>
<tr>
<td>8+ New Medications</td>
<td>15/125 (12.0)</td>
<td>12/125 (9.6)</td>
<td>8/125 (6.4)</td>
</tr>
</tbody>
</table>

Results

Figure 1: Percentage of Patients Counseled by Different Healthcare Providers

Figure 2: Average Scores of Retention Compared to Total Number of New Medications

Table 3: Average Scores of Retention Compared to Total Number of New Medications

<table>
<thead>
<tr>
<th>Number of New Medications</th>
<th>Average Score of Names of Medications</th>
<th>Average Score of Indications of Medications</th>
<th>Average Score of Side Effects of Medications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2 New Medications</td>
<td>4.556</td>
<td>3.118</td>
<td>2.050</td>
</tr>
<tr>
<td>3-5 New Medications</td>
<td>4.556</td>
<td>3.511</td>
<td>2.555</td>
</tr>
<tr>
<td>6-7 New Medications</td>
<td>3.909</td>
<td>3.0909</td>
<td>2.136</td>
</tr>
<tr>
<td>8+ New Medications</td>
<td>3.533</td>
<td>2.986</td>
<td>1.867</td>
</tr>
</tbody>
</table>

Figure 3: Overall Percentage of Patients Able to Recall Medications or Side Effects

Results (continued)

Limitations

• Patients often times had difficulty remembering who counseled them but they do recall being counseled

• Patients transferred from different units, particularly ICU to the general floors, were often times not counseled by pharmacy

• Patients with new medications were not excluded from the study

Conclusions

• Patients on average retained the indications of the medications more than the names and side effects

• Retention scores decreased as the number of new medications increased

• Overall, about 74% of the patients who were previously counseled were able to recall information they were educated on

• Patients were most often counseled by pharmacy due to the service provided with new medication education program this leads to an opportunity for other disciplines to adapt a similar process and create a multidisciplinary method of education

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References available upon request.