

## CASE STUDY

# Carilion Increases HCAHPS Scores for Seniors Through Medication Communication



### FACILITY BACKGROUND

One of the largest hospitals in Virginia, Carilion Roanoke Memorial Hospital is a Magnet®-recognized, 720-bed hospital with an additional 60-bed neonatal ICU. Carilion's 28-bed Unit 10 West: Acute Care for Elderly was designed to help senior patients return home without significant loss of independence. The average daily census on 10 West is 24, with an average length of stay of 7.75 days.

### CHALLENGE

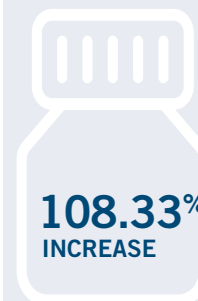
Carilion implemented GetWellNetwork Interactive Patient Care™ (IPC) technology throughout the hospital in September 2014. In an effort to boost HCAHPS scores in 10 West, nursing leadership turned to IPC to formalize a process around medication teaching. Specifically, Carilion implemented GetWellNetwork's Medication Teaching Pathway in August 2015 to help patients on 10 West learn about new medications, possible side effects, dangerous interactions and more.

### SOLUTION & APPROACH

Nurses began teaching each patient about one medication per shift at the bedside, which is then reinforced in two ways. First, medication information is automatically made available on the patient's Epic® MyChart web portal through the myGetWellNetwork solution. Second, patients or nurses can email information directly to the patient and/or family member(s). Both methods allow patients and families to reinforce medication teaching after returning home. There were no unit staffing changes, no leadership changes and no other hospital initiatives impacting health education during this time.

### RESULTS

After the first three months of utilization, 10 West started seeing improvements in unit-based HCAHPS scores, including seven out of eight HCAHPS dimensions.



The nursing unit averaged 32.3 individual medication searches per day, and after a year of use recorded:

**108.33% INCREASE** in HCAHPS Medication Side Effects top-box scores

**51.33% INCREASE** in HCAHPS Medication Communication top-box scores

**61.25% INCREASE** in health education utilization rate (1.17% hospital-wide)

**"Every patient is unique, and every patient learns in different ways. IPC is a unique tool that our nursing staff can use to teach our senior population the importance of following their medication care plan to get better and stay healthier once they go home."**

**Kathleen A. Baudreau**, Vice President of Clinical Risk Management and Interactive Patient Care, Carilion Clinic

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