

Process Improvement Project: Enhancing Medication Communication

At AdventHealth Wesley Chapel, we are committed to providing exceptional patient care. Last year, one of our inpatient units faced challenges in patient feedback for effectively communicating medication side effects with patients. The HCAHPS patient satisfaction scores indicated that the unit was performing below our target in this crucial area with a 12-month average below the 65th percentile.

To address this issue, the unit implemented several key interventions:

Medication Side Effects Fact Sheet: A comprehensive fact sheet was created to educate patients about common medication side effects. This resource empowered patients to recognize and manage any adverse effects.

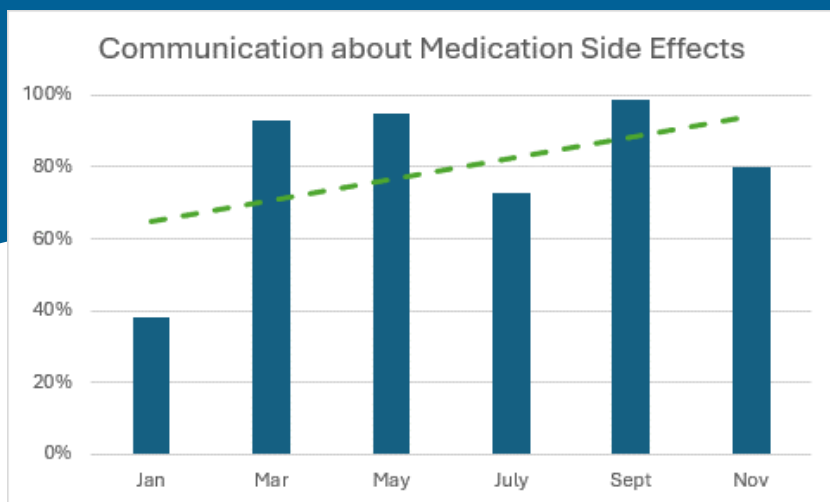
Daily Rounds with Patients: Our healthcare professionals engaged in daily rounds with patients, discussing each individual's medication plan and highlighting potential side effects. This personalized approach ensured that patients were well-informed and actively involved in their care.

Teach-Back Method: To reinforce understanding, the unit adopted a teach-back method. Patients were encouraged to explain their medication instructions in their own words, allowing us to verify comprehension and address any misconceptions.

Leadership Rounds: Regular leadership rounds provided an opportunity to assess communication practices, address challenges, and celebrate successes.

As a result of these initiatives, the unit achieved the 99th percentile in patient satisfaction scores related to medication communication and continue to maintain exceptional scores in this area. Patients consistently rate our team highly for their clear and informative discussions about medications and potential side effects.

We remain dedicated to continuous improvement and ensuring that our patients receive the highest quality care. Thank you for entrusting us with your health and well-being.



Nothing is more important to us than you. Thank you for helping us put safety FIRST.