



NATIONAL RESEARCH  
*Corporation*

**Removing the OUCH from CAHPS:  
Improving Communication About  
Medication and Pain Management Scores**

# Today's Presenters

- **Randi Baker, RN**  
**Assistant Nurse Manager**  
**Perry Hospital Medical/Surgical Unit**
- **Nichole McGlamry, RN**  
**Nurse Manager**  
**Perry Hospital Surgical Services**
- **Juliet Whitten, PharmD**  
**Assistant Director of Pharmacy**  
**Perry Hospital**
- **Jen Volland, DHA, RN, MBB, CPHQ, NEA-BC, FACHE**  
**Vice President Program Development**  
**National Research Corporation**

# Cross-Continuum Applications

- If the population is not a 1:1 match—look at the *process* level for applications
- Similar to outside-industry examples, there's translations that can occur from all parts of the healthcare continuum



# About Houston Healthcare

## Mission and Values

### Mission

To improve the healthcare of the communities we serve by providing patient-focused, high quality, cost-effective services while promoting health and wellness.



### Vision

"A caring health system dedicated to excellence—today and tomorrow."

### Values

**Respect** – entails a high regard for worth of each person. It gives everyone a voice and promotes teamwork.

**Integrity** – promotes honesty and straightforwardness in dealing with each other in attempting to make our system work to its full potential.

**Service Innovation** – encourages creativity in seeking continuous quality improvements and in meeting customer requirements.

**Excellence** – fosters constant, continuous striving for quality service in duty and work done for others.

# Strategies of Success

- **Service council**
- **A3 project: Pain management**
- **Blue folders**
- **Daily huddles**
- **Bedside shift handoffs**
- **Purposeful hourly rounding**
- **Nurse leader quality rounds**
- **Pharmacy decentralization and rounding**
- **Role of pharmacy students and pharmacists**
- **Medication reconciliation process**

# A3 Project: Pain Management

- The team
- Area of focus: Surgical patients
- Needs identified through the A3 project: Preoperative education, expectation management, and concentration of what patients can anticipate post-procedure
- Changes to processes and how it was implemented



# Daily Huddles

- The team
- Information reviewed: HCAHPS outcomes
- How it was implemented for consistency across all units
- How we ensure the sustainability of huddles



# Purposeful Hourly Rounding

- **The purposeful hourly rounding process**
- **Questions that are asked of patients and families**
- **Alignment to pain management**
- **How it was implemented for consistency across all units**
- **How we ensure the sustainability of purposeful hourly rounding**



# Pharmacy Decentralization and Rounding

- **Decentralization: To assist with peak hours on care delivery units**
- **The decentralization process**
- **Pilot and translation**
- **Pharmacy rounding process for high risk patients**
- **How it was implemented**

# Medication Reconciliation Process

- The team
- Area of focus: Core measures patients
- Changes to the medication reconciliation process
- How it was implemented



# The Healthcare Continuum

## Post Acute Setting Applications

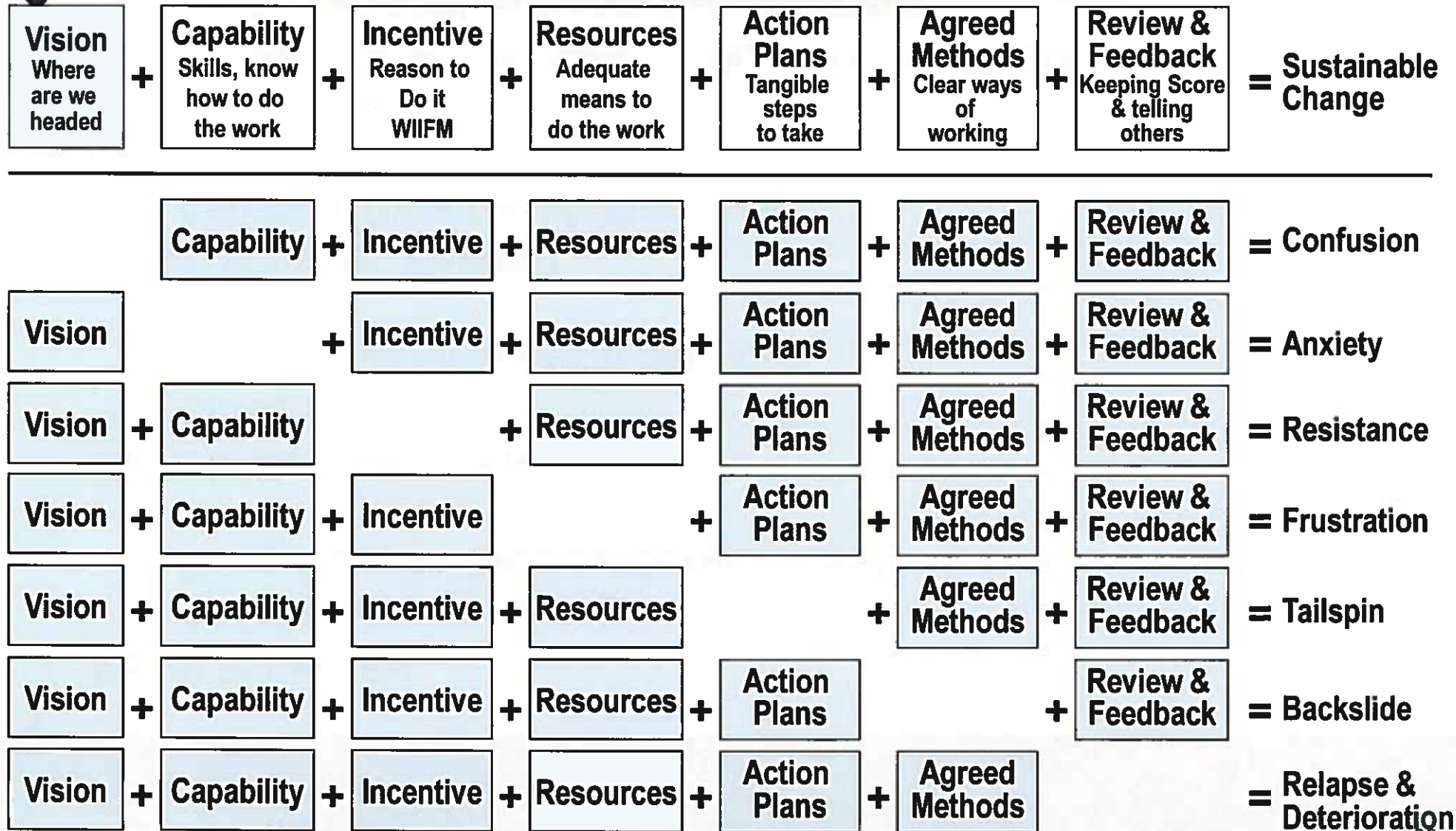
- **Pediatric and Long Term Care Settings**
  - Improvements discussed today are universal
  - Processes may require minor changes for translation to your specific setting
- **Home Health**
  - Managing of expectations with patients
  - Each home encounter becomes a “patient round”
  - Handoffs can still occur during vacations, weekends, escalations, where there’s takeaways with application to the *process* level. These handoffs involve communication exchange, similar to “shift-to-shift” in the inpatient setting
  - PI coordinator is gathering information/lessons learned from “nurse quality rounds”

# Tying it All Together: Driving Improvement & Accountability for Better Patient Care Delivery

## Align with your key drivers

Key Drivers		NRC 75th Percentile*	NRC 50th Percentile	Current YTD	Nov 2013†	Oct 2013†	Sep 2013†	Aug 2013†
During this hospital stay, how often did you have confidence and trust in the nurses treating you?	Emotional Support	78.2%	73.8%	75.8% PR=62	83.3%	71.9%	72.9%	79.5%
During this hospital stay, how often was it easy for you to find someone on the hospital staff to talk to about your concerns?	Emotional Support	71.8%	64.7%	72.3% PR=77	81.8%µ	86.0%	74.0%	74.2%
During this hospital stay, how often did nurses listen carefully to you?	Respect for Patient Preferences	79.8%	75.0%	76.0% PR=66	87.1%	71.2%	74.3%	78.3%

# Take-Aways for Implementation



Adapted from HBR, January 2007, What Happens When Change Comes Undone

# 2015 Best Practice Webinar Series

- Actionable takeaways and solutions for issues impacting our evolving healthcare environment
- Register at [NationalResearch.com/events](http://NationalResearch.com/events)

**Embracing Handoffs in Healthcare: High Performer Strategies for Effective and Safe Care Transitions** | Wednesday, April 15 | 12 pm ET

**The Power of Volunteers: Creating a Broader Healthcare Workforce**  
Wednesday, July 22 | 12 pm ET

**Communication and Patient-Centered Care: Interdisciplinary and Continuum Considerations** | Tuesday, October 21 | 12 pm ET

































# Communication about Medication Side Effects

## A Guide to Understanding Medication Side Effects

Find the names of the medications circled on the back of this page. The number(s) listed after your medication can be matched with the box(s) below showing you the common **side effects**. This will help you learn about some common **side effects** associated with your medications.



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1. Altered Taste 	2. Bleeding 	3. Bruising 	4. Changes in Appetite 	5. Confusion 
6. Constipation 	7. Diarrhea 	8. Difficulty Sleeping 	9. Dizziness 	10. Dry Mouth 
11. Fast Heart Rate 	12. Flatulence (Gas) 	13. Fluid Retention (Edema) 	14. Flushed Skin 	15. Headache 
16. Heartburn 	17. Heart Palpitations 	18. High Blood Pressure 	19. High Blood Sugar 	20. Irritation at Injection Site 
21. Itching 	22. Low Blood Pressure 	23. Low Blood Sugar 	24. Mood Changes 	25. Muscle Pain 
26. Nausea and/or Vomiting 	27. Rash 	28. Sleepiness 	29. Slow Heart Rate 	30. Stomach Cramps 
31. Weakness 	32. Cough 			

• See back for medications (GENERIC, Brand) and numbers which match with the above **side effects**

Reference: Lexicomp, Drug Info Handbook, 22nd Ed.  
Updated: 9/24/2014

ACYCLOVIR (Zovirax) 7,20,21,26  
ALBUTEROL (Proventil, ProAir) 8,9,11,17  
ALLOPURINOL (Zyloprim) 7,27  
ALPRAZOLAM (Xanax) 5,9,28  
ALUMINUM/MAG/SIM (Maalox) 7,26  
AMIODARONE (Cordarone) 6,17,26,29,30  
AMLODIPINE (Norvasc) 9,13,17,22  
AMOXICILLIN (Principen) 7,26,27  
APIXABAN (Eliquis) 2,3,9,15  
ASPIRIN 2,3,16,26,30  
ATORVASTATIN (Lipitor) 8,12,25,30  
AZITHROMYCIN (Zithromax) 4,7,26,27  
AZTREONAM (Azactam) 7,26,27  
BACLOFEN (Lioresal) 8,9,22,28,31  
BENZAEPRILOL (Lotensin) 9,15,32  
BISACODYL (Dulcolax) 30  
BUDESONIDE (Pulmicort) 15,26  
BUMETANIDE (Bumex) 9,19  
CALCIUM ACETATE (PhosLo)  
CARVEDILOL (Coreg) 9,19,22,28,31  
CEFAZOLIN (Ancef) 7,21,27  
CEFEPIME (Maxipime) 7,27  
CEFTAROLINE (Teflaro) 7,8,15,21,27  
CEFTAZIDIME (Fortaz) 7,20  
CEFTRIAZONE (Rocephin) 7,20,27  
CELECOXIB (Celebrex) 9,13,15,27,30  
CETIRIZINE (Zyrtec) 8,15,28  
CIPROFLOXACIN (Cipro) 7,15,20,26,27  
CITALOPRAM (Celexa) 8,26,28  
CLINDAMYCIN (Cleocin) 7,20,27,30  
CLONAZEPAM (Klonopin) 5,9,28  
CLONIDINE (Catapres) 9,15,22,28  
CLOPIDOGREL (Plavix) 2,3,21,27  
CYCLOBENZAPRINE (Flexeril) 5,9,28  
DABIGATRAN (Pradaxa) 2,3,9,15  
DAPTOMYCIN (Cubicin) 6,7,8,20  
DEXAMETHASONE (Decadron) 9,15,18,24  
DIAZEPAM (Valium) 5,9,28  
DICYCLOMINE (Bentyl)  
DIGOXIN (Lanoxin) 9,17,29  
DILTIAZEM (Cardizem) 9,13,15,22,29  
DIPHENHYDRAMINE (Benadryl) 9,28  
DIPHENOXYLATE/ATROPINE (Lomotil) 9,10,11,28

DONEPEZIL (Aricept) 7,8  
ENALAPRIL (Vasotec) 1,9,15,22,32  
ENOXAPARIN (Lovenox) 2,3,20  
EPOETIN ALFA (Procrit, Epogen) 15,18,20,21,26,27  
ERTAPENEM (Invanz) 7  
EZETIMIBE (Zetia) 7,25  
FAMOTIDINE (Pepcid) 7,9,15  
FENOFIBRATE (Tricor) 15,21,25,30  
FENTANYL (Duragesic, Sublimaze) 5,6,9,28,29  
FERUMOXYTOL (Feraheme) 20, 22  
FINASTERIDE (Proscar) 9,27,31  
FLUCONAZOLE (Diflucan) 9,15,26,27,30  
FLUTICASONE (Flonase) None  
FLUOXETINE (Prozac, Sarafem) 8,15,26,31  
FUROSEMIDE (Lasix) 9,22  
GABAPENTIN (Neurontin) 9,24,28  
GENTAMICIN 7,21,26,27  
HEPARIN 2,3,20  
HYDRALAZINE (Apresoline) 14,22,25  
HYDROCHLOROTHIAZIDE (HCTZ) 9,22  
HYDROCODONE/ACETAMINOPHEN (Norco) 6,9,21,28  
HYDROCODONE/CPM (Tussionex) 5,6,9,28  
HYDROMORPHONE (Dilaudid) 6,9,22,28,29  
HYDROXYZINE (Vistaril, Atarax) 9,10,28  
IBUPROFEN (Motrin, Advil) 16,26,30  
INSULIN ASPART (Novolog) 20,23  
INSULIN DETEMIR (Levemir) 20,23  
IPRATROPIUM (Atrovent) 9,15  
ISOSORBIDE MONONITRATE (Imdur) 9,14,15  
KETOROLAC (Toradol) 15,16,26,30  
LABETALOL (Normodyne) 9,22,26,28  
LACTULOSE 12,26,30  
LEVALBUTEROL (Xopenex) 9,11,15  
LEVETIRACETAM (Keppra) 4,15,24,26,28  
LEVOFLOXACIN (Levaquin) 7,8,9,15,20,27  
LEVOTHYROXINE (Synthroid) 11,14  
LINEZOLID (Zyvox) 7,8,15  
LISINAPRIL (Zestril, Prinivil) 9,15,22,32  
LOPERAMIDE (Imodium) 6,9  
LORAZEPAM (Ativan) 5,9,28  
LOSARTAN (Cozaar) 9,22,31  
MAGNESIUM OXIDE (MagOx) 7  
MEGESTROL (Megace) 4,27,31

MEPERIDINE (Demerol) 5,9,22,28,29  
MEROPENEM (Merrem) 7,15,21,27  
METFORMIN (Glucophage) 7,12,26,31  
METHOCARBAMOL (Robaxin) 9,22,27,28  
METHYLPREDNISOLONE (SoluMedrol) 4,19,24  
METOCLOPRAMIDE (Reglan) 9,28  
METOPROLOL (Lopressor, Toprol) 9,21,22,27,29  
METRONIDAZOLE (Flagyl) 1,26  
MIDAZOLAM (Versed) 5,9,22,28  
MIDODRINE (ProAmatine) 18,21  
MONTELUKAST (Singulair) 15  
MORPHINE 5,6,9,22,28,29  
NIFEDIPINE (Procardia, Adalat) 9,13,14,15,16,26  
NITROGLYCERIN 9,14,15  
ONDANSETRON (Zofran) 15,17,31  
OXYCODONE (Oxycontin, Roxicodone) 6,9,21,26,28  
PANTOPRAZOLE (Protonix) 15  
PAROXETINE (Paxil) 8,9,10,15,26,28,31  
PIPERACILLIN/TAZO (Zosyn) 7,20  
POTASSIUM CHLORIDE (KlorCon) 30  
PREDNISONE (Deltasone) 4,19,24,30  
PREGABALIN (Lyrica) 9,10,13,28  
PROMETHAZINE (Phenergan) 5,22,28,29  
RIVAROXABAN (Xarelto) 2,3,9,15  
ROPINIROLE (Requip) 9,26,28  
ROSUVASTATIN (Crestor) 25  
SERTRALINE (Zoloft) 4,7,9  
SEVELAMER (Renagel) 7,16,26  
SPIRONOLACTONE (Aldactone) 5,15,27,30  
SULFAMETHOX/TRIMETH (Bactrim, Septra) 4,26,27  
TAMSULOSIN (Flomax) 9,15  
TIOTROPIUM (Spiriva) 10  
TOBRAMYCIN (Nebcin) 7,27  
TRAMADOL (Ultram) 6,9,14,21,26,28  
VANCOMYCIN 14,22,26,27  
WARFARIN (Coumadin, Jantoven) 2,3  
ZOLPIDEM (Ambien) 5,9,28

**Reminder about Side Effects:**

Please ask your nurse or doctor if you still have questions about your medication's **side effects** or if your medications do not appear on this form. You can also ask your pharmacist after you are discharged from the hospital.







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## PHARMACY MEDICATION ROUNDS

DATE: \_\_\_\_\_

PHARMACIST: \_\_\_\_\_

**Be prepared by reviewing the patient history and have a home rx list and  
current rx list**

Introduction: Hello, my name is \_\_\_\_, I am a pharmacist. I am here to talk with you  
if this is a good time.

**Be sure that it is ok with the patient if family is present - HIPAA**

Has your doctor or nurse explained what medications you have been given and  
why?

I have your medication list here and can review it with you if you like. (try to focus  
on new/inpatient meds) Ask the patient if they know what the med is for  
first...there may be more than one indication.

Has your doctor or nurse explained any side effects that your medications may  
cause?

Do you feel that any of your medications have caused side effects?

**\*\*if you are unable to answer any questions, make note and ensure that you will  
find the answer and get back with the patient\*\***

**\*\*do not try to answer diagnosis or prognosis questions – refer to physician or  
nursing\*\***

Thank you for your time Mr/Mrs \_\_\_\_\_. Is there anything more I can do for  
you today?