**Purpose**

Compile and condense medication education given to patients on discharge in order to improve patient knowledge and understanding of medications upon discharge.

Five of the 25 questions on the HCAHPS 2016 Survey deal directly with patient medication and understanding (Centers for Medicare and Medicaid Services, 2016).

Improve HCAHPS scores on patient education by providing an informational handout that patients can quickly read and use for questions.

**METHODS**

Compile a list of most frequent discharge medications prescribed to patients with review and support from hospitalist physicians and nurse practitioners.

Utilize current discharge medication education information to ensure that handout is accurate but succinct.

Discharge medication education needs assessment designed and presented to nurses in ED Observation unit.

Booklet design is simple, easy to read, and a single page.

Approved handout will be provided to ED Observation unit and distributed to patients on discharge. Further study will determine if this material will be implemented hospital-wide.

**RESULTS**

Providing patients with medication education in a format that is easily read offers rapid and complete teaching.

Rapid review of medications at discharge increases patient satisfaction with the discharge process.

Study is ongoing, as process has not yet been implemented throughout hospital.

Anticipated increase in patient satisfaction scores in the categories of Nurse Communication, Communication about Medicines, and Care Transition.

**BACKGROUND**

Current medication education given to patients ranges from 4 to 20 pages or more, depending on the number of prescriptions given at discharge.

Education given at discharge is often rushed at patient request.

Recent HCAHPS scores show 63% of patients reported that staff “always” explained about medications prior to administration. Alabama average score is 66%, national average is 65% (www.medicare.gov/hospitalcompare).

Questions selected from the most recent HCAHPS survey relate to nurse communication (question 3), communication about medicines (questions 16 and 17) and care transition from hospital to home (question 25).

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