

# Learning Session 3

## Avondale Family Health Centre

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PHO and Facilitator: Vanita & Karyn (AH+ PHO)

# Medication Reconciliation

## Aim:

To confirm the belief within the practice that the current Medication Reconciliation process is working.

## Goal:

To have one consistent process across the practice to reduce risk

# Change Ideas

- Standardise the process for both reconciliation of medications from EDS's and communication with patients based on the level of medication change of when the GP's need to reconcile the medications from EDS.
- Involve multidisciplinary team members in the project

# Change Actions

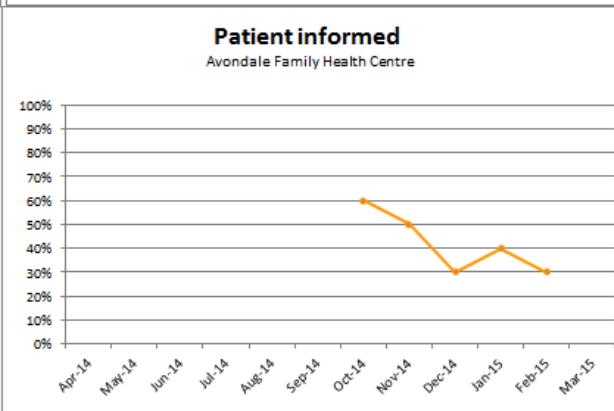
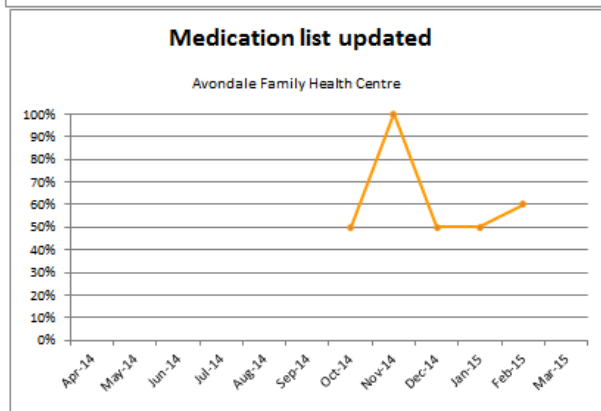
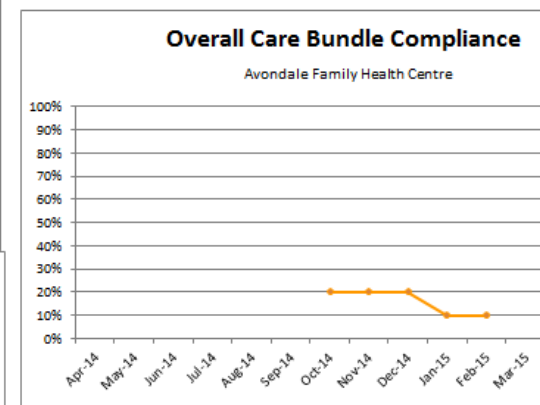
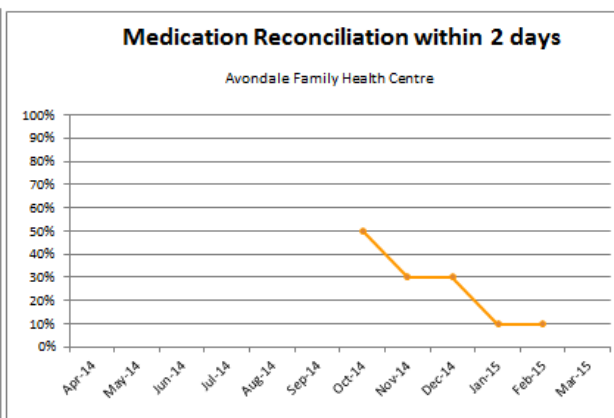
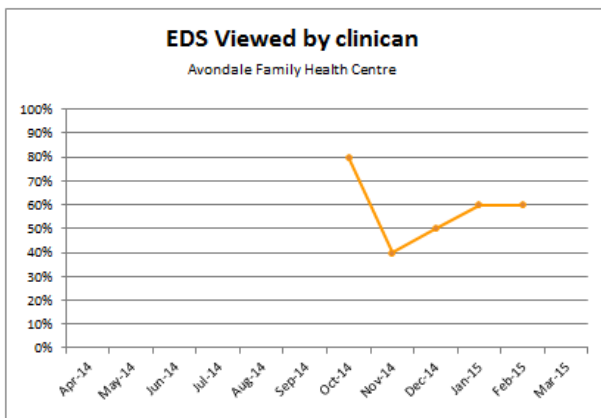
	Change Tested	Outcome / Evidence of Improvement
1	Communication to staff to improve awareness	Awareness has been raised and this is evidenced in the audits.
2	Standardise the process of when to do the Med rec by the GP's	This has been raised with GP but is still a work in progress
3	Improve communications with patients about their medication changes	Recording of communications remains an issue of consistency, We believe communications are occurring but not recorded

# PDSA Cycles

Which PDSA provided the most learning for your practice?

Which PDSA was the most successful?

# Measures Summary



# Achievements to date

Do you have

- an agreed aim - Yes
- a change package - Yes
- a measurement plan - Yes

Do people on your team know what their responsibilities are and what is expected of them? – Still an area to work on

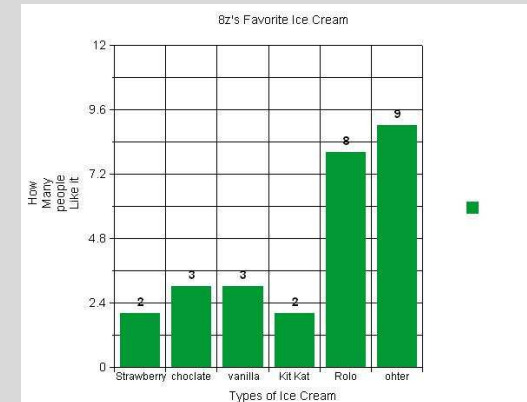
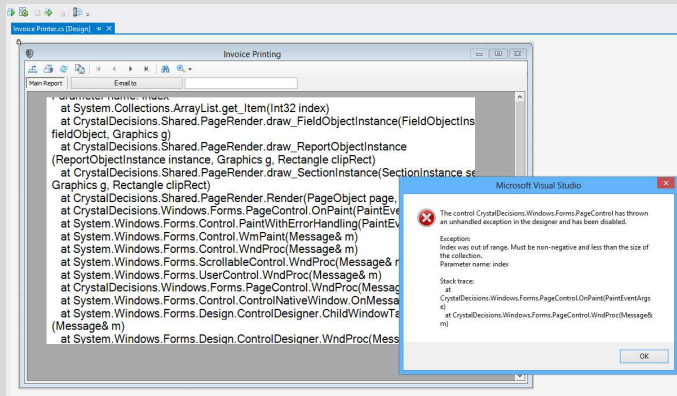
What has changed and what difference have the changes made? Have seen improvement but still room for more.

# Trigger Tool / Climate Survey

Practice hasn't done either yet but are looking to do the Trigger Tool over the next couple of months.

Results to come!

WATCH THIS SPACE

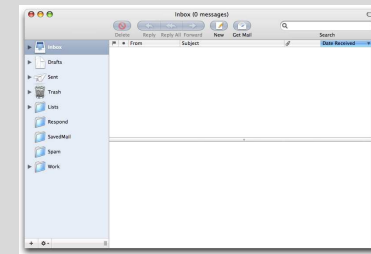
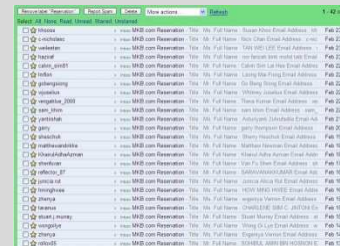
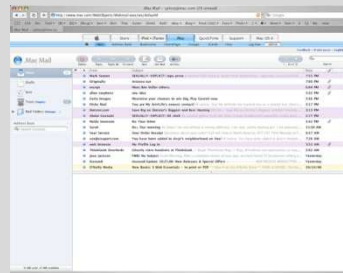




# Any other achievements?

The greatest impact has been with the nurses

- Awareness of checking their inbox for instructions from the GP's.



- Their confidence when speaking with patients on their medication changes has improved due to clearer instructions in tasks from GP's



## Highlights

- The practice now has a standardised process for Medication Reconciliation
- Greater awareness of the system by both clinical and non-clinical staff
- Introduction of a quality process that can be used for other areas identified for improvement

## Lowlights

- Although there is a standardised process not all staff have bought into it at this point.  
*(a work in progress)*
- Patients do not always see the same GP and this has led to inconsistency in compliance to the process
- Still some way to go to feel confident that the process is established across the practice

# The future

- Medication reconciliation is a work in progress

The practice will continue to work on Medication reconciliation, as it will take a few more PDSA cycles to come to a stage where there is a standardised process and all staff adhere to the process.

