

Eastside Family Doctor

Easthealth PHO

Dr Kulvant Singh

Dr David Lim

Rekha Singh

Vivan Lu

- **Aim:**

For all medication reconciliation to be completed within 7 days of EDS being received

- **Buy-in:**

Patient safety; minimises medication errors and provides update on management progress

Change Idea

- Allocate all EDS/clinic letters
 - Medications/management changes monitored
- Documentation
 - All changes are documented
 - Non-changes are also documented with “no change”
- Discussion with patient
 - Confirmation regarding any changes
 - Phone call or face-to-face

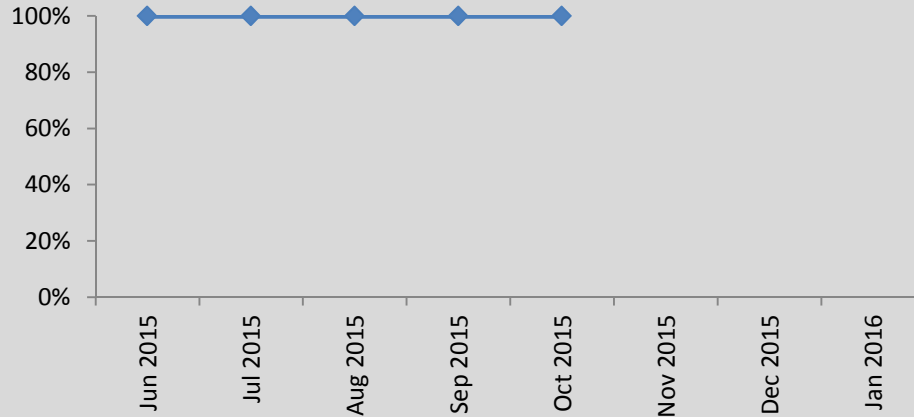
PDSA Cycle

- Plan:
 - Audit previous results and assess compliance, looking at:
 - Has Medication Reconciliation occurred within 7 days of EDS being received
 - Has the patient's regular medication list been updated
 - Is it documented that any medication changes have been discussed with the patient/or representative within 7 days of receipt?

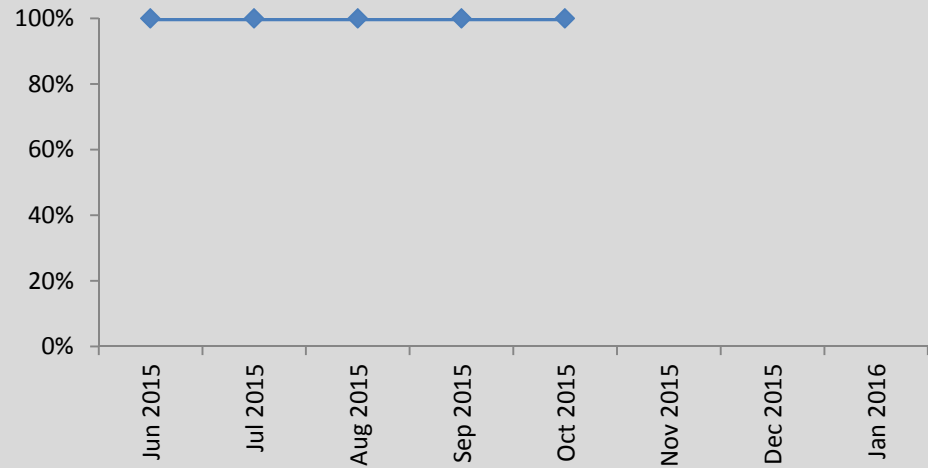
PDSA Cycle

- Do:
 - EDS/clinic letters received in June initially audited
- Study:
 - 100% of medication reconciliation occurred within 7 days and was documented
 - 0% had documentation regarding communication with the patient
- Act:
 - Continue audit for 12 months and review on monthly basis

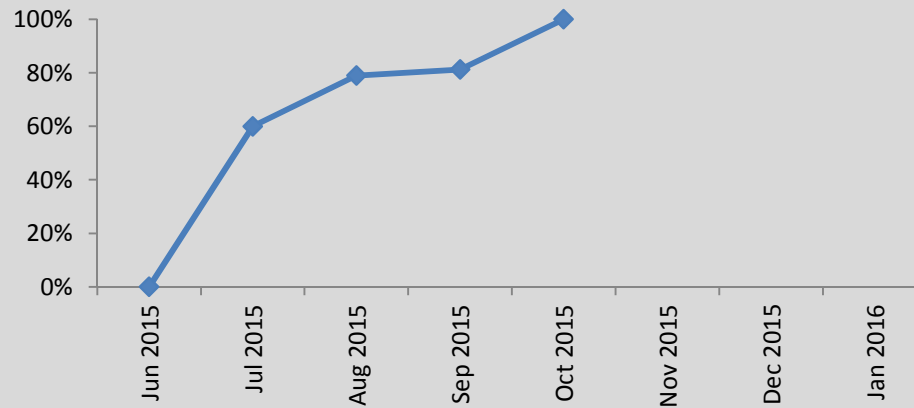
Has Medication Reconciliation occurred within 7 (calendar) days of the EDS being received?



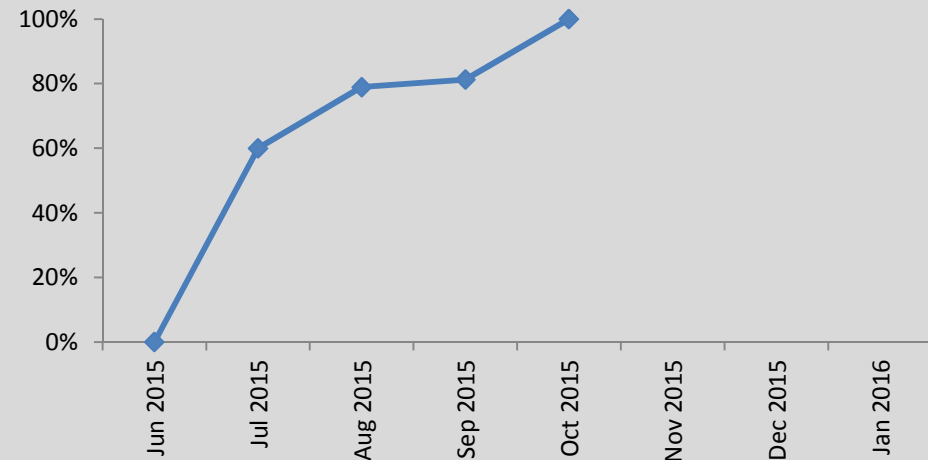
Has the patient's regular medication list been updated?



Is it documented that any medication changes have been discussed with the patient or their representative within 7 (calendar) days of receipt?



Medication Reconciliation Overall Compliance



Highlights and Lowlights

- Improved compliance and reduced prescription errors
- Regular updates on patient management changes
- Sometimes difficult to get in touch with patients