



Medication Reconciliation

PHO and Facilitator: ProCare

Team members:

Dr Hamid Al-Bahadly, Dr Selvakumar,

Dr Mekala Pushparajah.

Nurses: Lisa Anderson, Sunita Devi, Gomeeta Goswamy,
Savita Singh.

Reception: Lesley, Evelyn, Tehoo, Kelleigh & Ashwini.

Medication Reconciliation following hospital discharge

Aim:

- To produce an active and reliable process for patient medication reconciliation following hospital discharge.
- Have up to date medication lists in PMS in order to allow safe, effective prescribing.
- Reduce the risk of medication errors & patient harm.

Buy-in

- All staff aware that ultimately this process is about improving our processes and quality.
- Process discussed and information shared at Team meetings.
- Set up keywords to streamline process.

Change Ideas

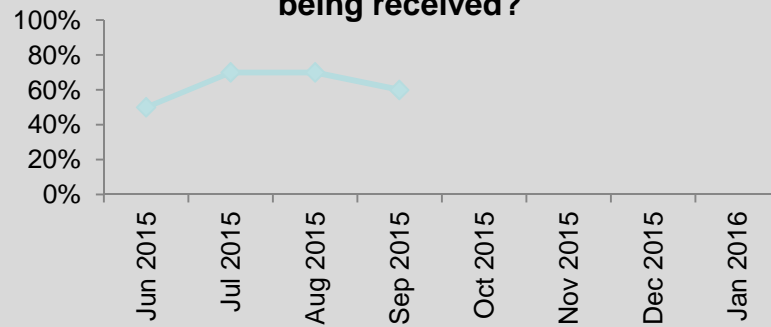
- GP to review EDS within 7 days of receipt.
- Keywords set up to streamline process & demonstrate EDS reviewed & medication list updated with any changes.
- Medication changes updated in medication list status field
- Task sent from Dr to advise Practice Nurse to phone patient and discuss medication changes or recommendations.
- Monthly audit of 10 randomly selected EDS received.
- Review process & update staff on project progress at monthly team meetings.

What Changes have you tested?

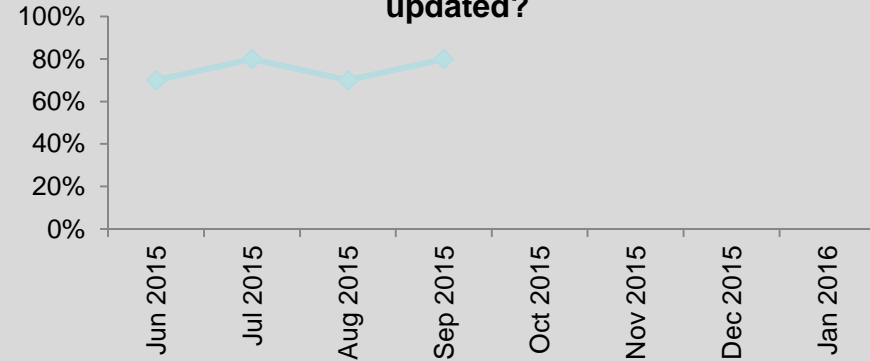
	Change Tested	Outcome
1	GP's encouraged to review inbox for EDS's each work day & reconcile medication changes	EDS's reviewed in more timely manner. Sept an exception as reduced number of Drs.
2	GP's to reconcile pts medication list & annotate medication reconciliation has been completed in comment field of inbox document.	GP's using keywords to demonstrate EDS's have been reviewed and medication reconciliation completed
3		

Measures Summary

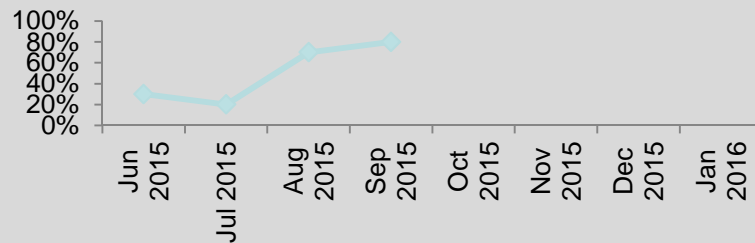
Has Medication Reconciliation occurred within 7 (calendar) days of the EDS being received?



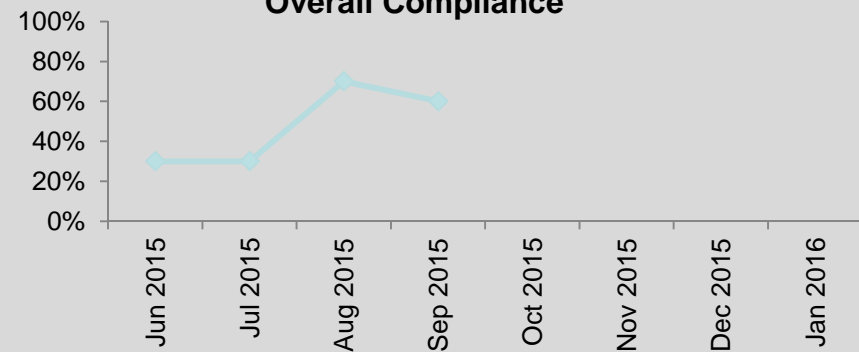
Has the patient's regular medication list been updated?



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

Highlights:

- Patient safety processes part of team meetings.
- Process encourages GPs to review EDS in their inbox.
- Continued quality improvement that aligns with Cornerstone Accreditation.

Lowlights:

- Time consuming during already demanding workload.

Achievements to date

- An awareness that medication reconciliation process needs to be resilient, sustainable and not reliant on any individual.
- Improvement in updating medication lists in PMS.
- GPs reviewing EDS's in more timely manner.
- Monthly audit of random selection of EDS's allows assessment of outcome and progress which is shared with team members.