



QuayMed Accident & Medical

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Administrator)

Organisational “Buy - In”

Aim:

To improve patient safety by achieving 100% medication reconciliation from hospital discharge summary and communicate with patient regarding medication changes post discharge

Buy-in

- We do not have an agreed process around medication reconciliation post discharge from hospital
- Prescribing changes in secondary care can be poorly communicated and acted upon leading to patient harm in primary care- MIND THE GAP
- Practice demographics suggest that this is a realistic achievable goal for QuayMed

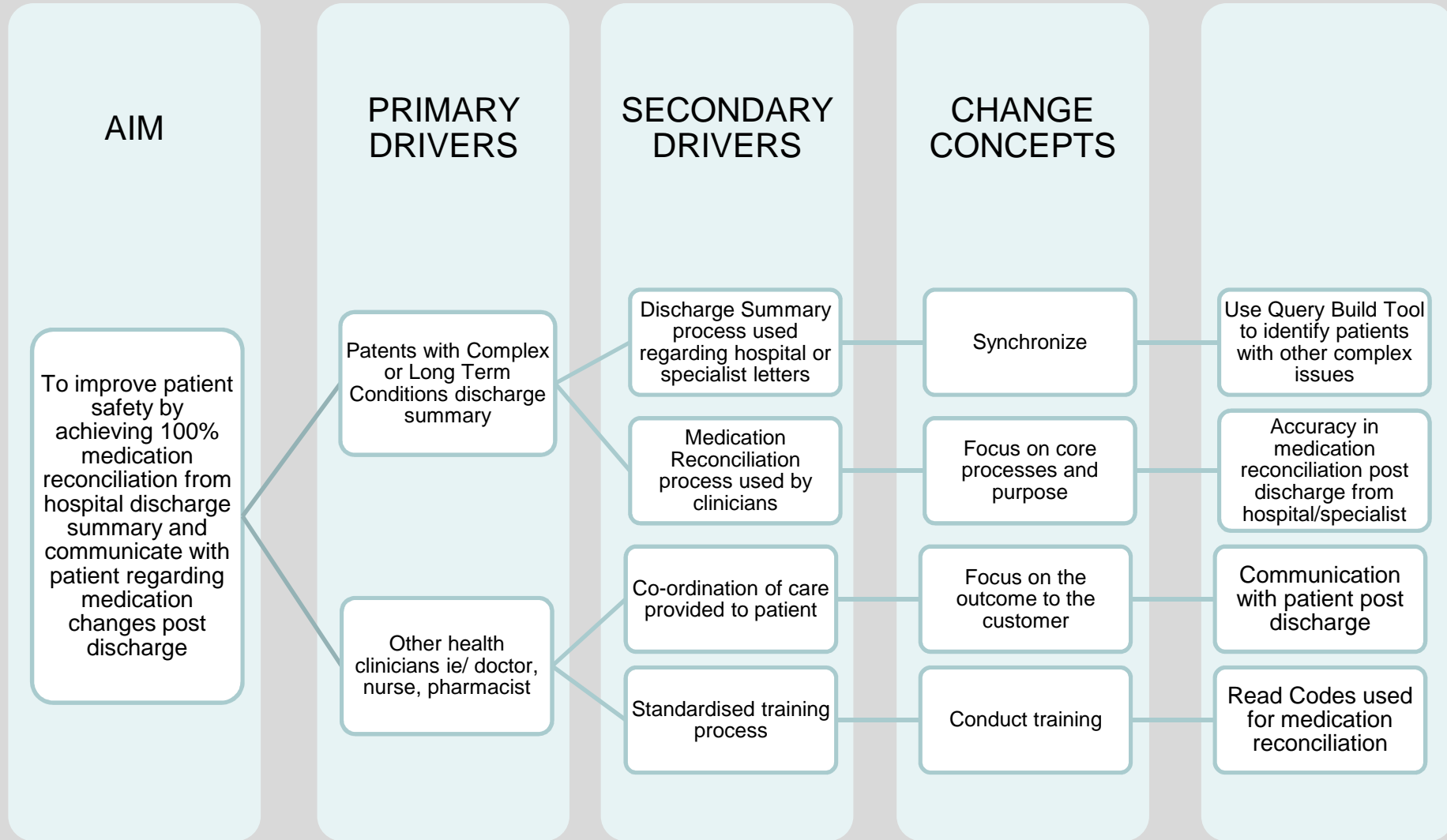
Our Safety in Practice Team



The QuayMed Team



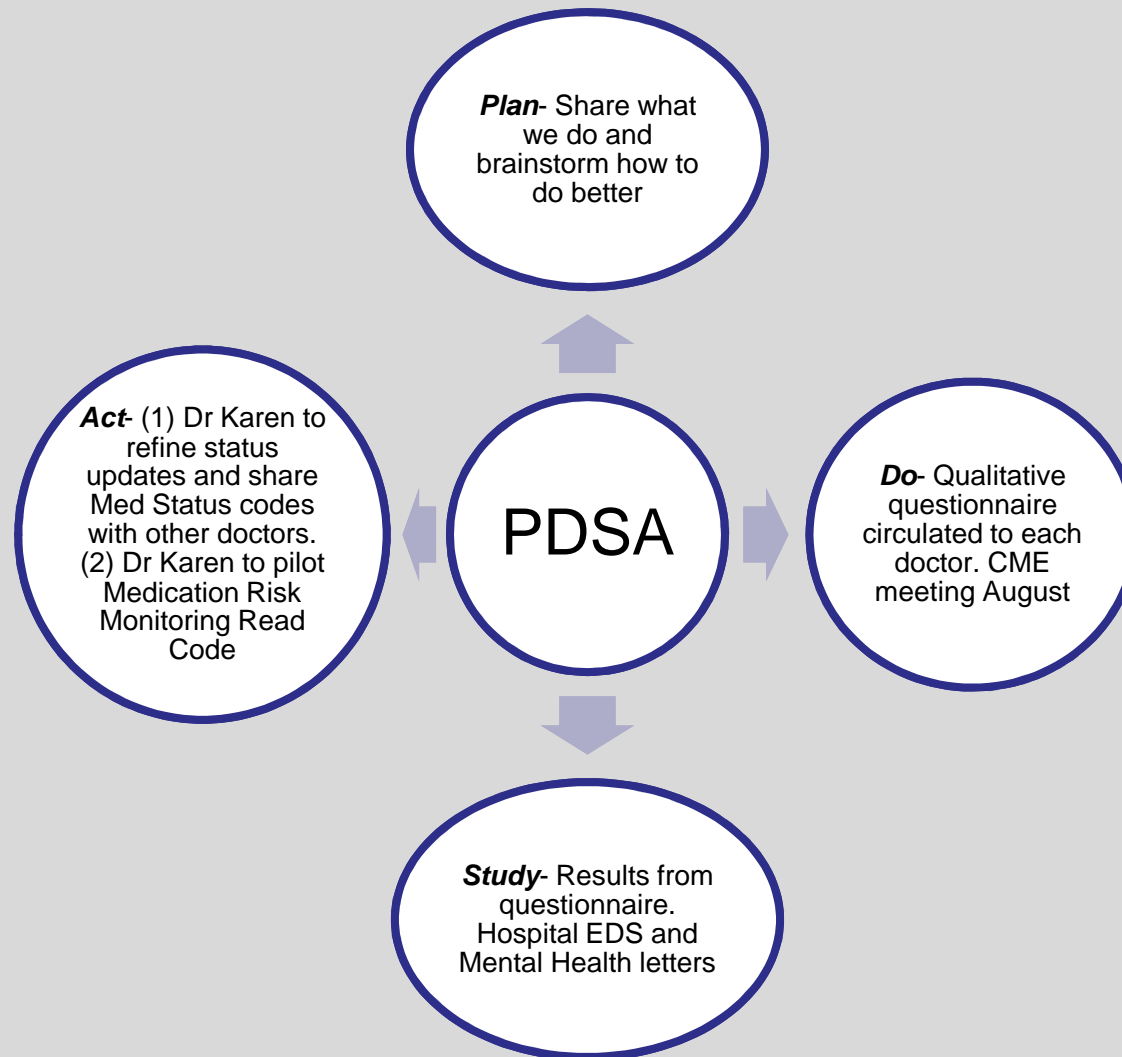
Change Ideas



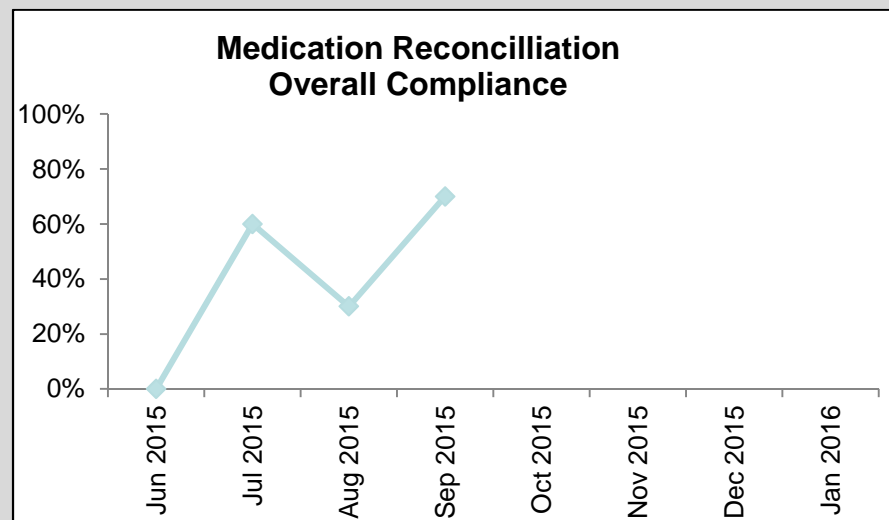
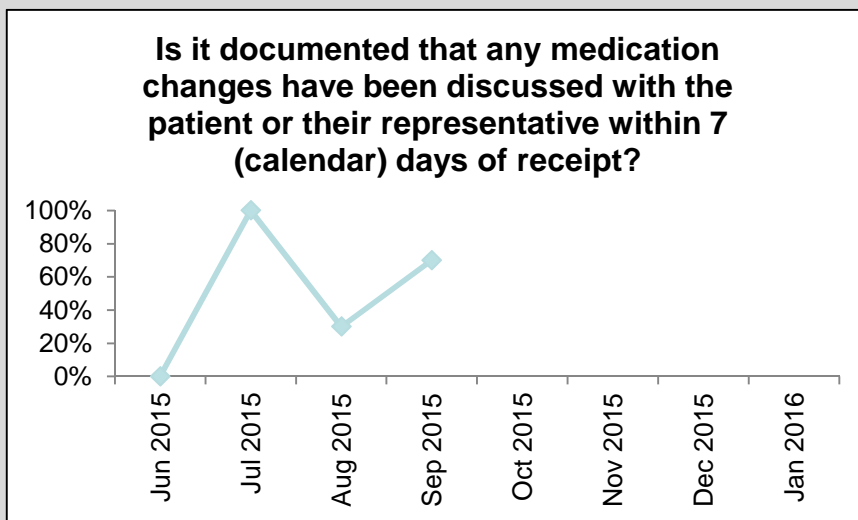
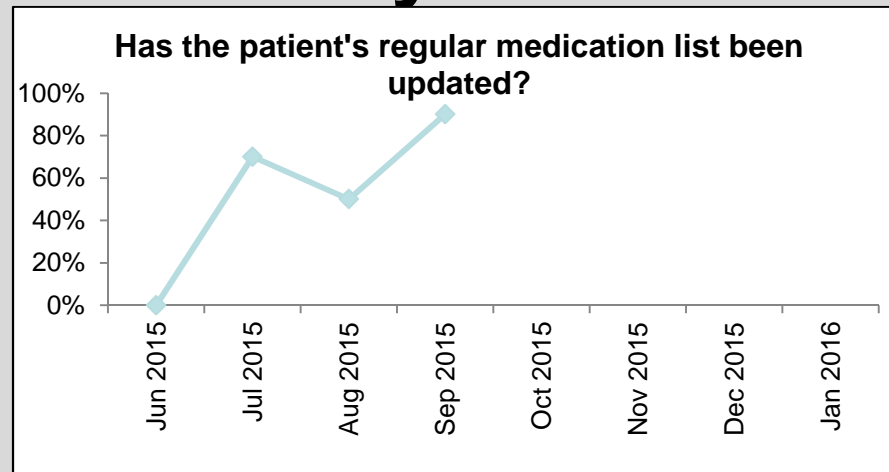
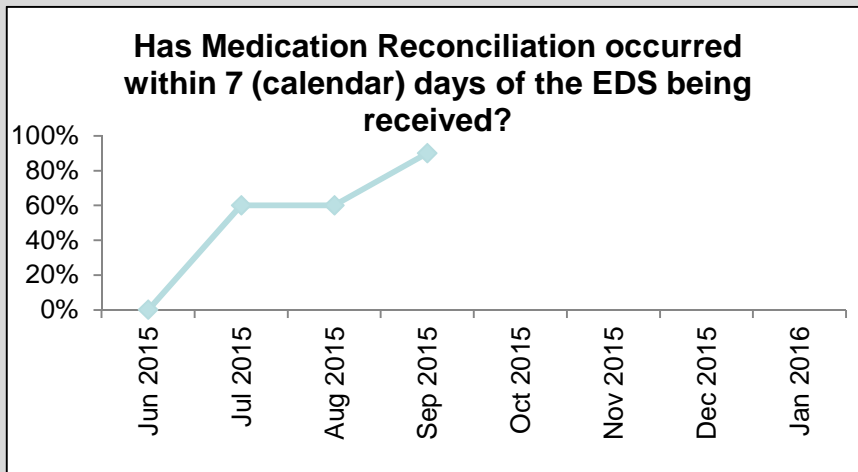
What Changes have you tested?

	Change Tested	Outcome
1	Synchronize-use of Query Build Tool subject field modified to include 'GP Letter'	Able to identify patients with more complex issues ie/ mental health letters
2	Focus on core process and purpose- the use of 'Medication Risk Monitoring Read Code' and using the medication status in the RX screen	Accurately reconcile patient medications accordingly
3	Focus on the outcome to the patient- follow up via Lead Nurse to patient post discharge	Communication with patient regarding medication changes. Feedback to clinicians for "buy-in"

Most Successful PDSA Cycles?



Measures Summary







Highlights and Lowlights

- 'Buy-In' phase currently adopted by 2 GP's, and have implemented and tested the changes
- Improved communication via Lead nurse, more focused on patient-centred care ie/ 'Mind the Gap'
- Positive feedback received due to the changes initiated
- Results improving (mostly!)
- 4 GP's yet to adopt the 'Buy-In' phase of the study
- Limited search options available on the Query Build Tool via the 'subject field'

Achievements to date

Do you have an

- agreed aim 
- a change package 
- measurement plan 

Do people on your team know what their responsibilities are and what is expected of them? 

What has changed and what difference have the changes made? Changes tested and implemented have received positive feedback

Any other achievements?

- Experiences with trigger tool: Checklist criteria adapted to include patients with complex issues ie/ specialist letters
- How the work has impacted your team: We are currently in the Early Adopters phase of the Roger's Bell Curve

