

# Learning Session 4

## Apollo Medical Centre Medication Reconciliation

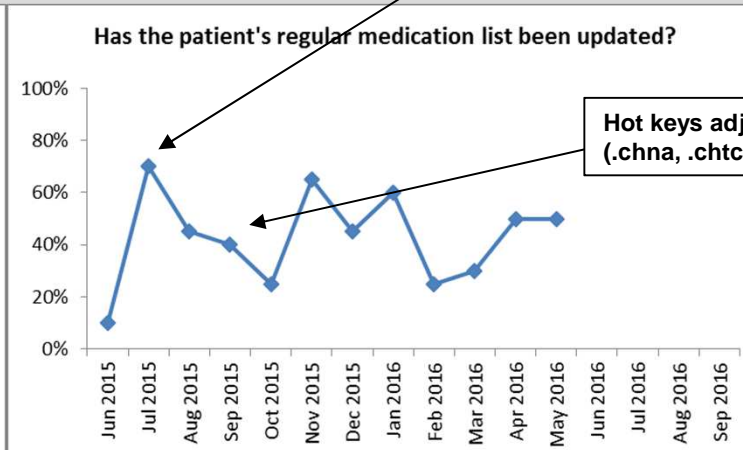
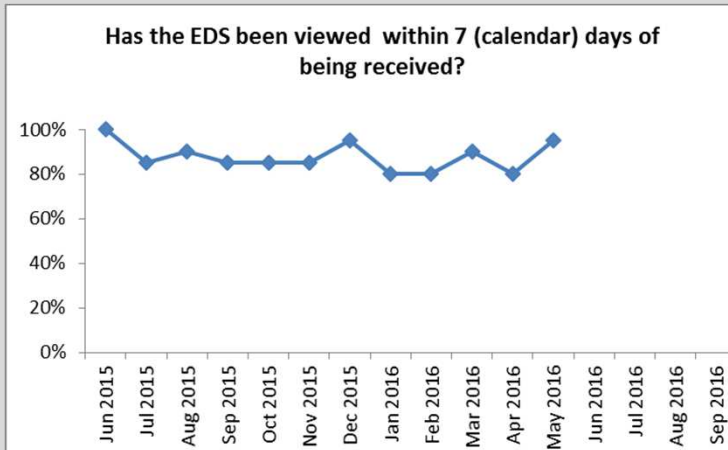
**Team members:** Derek Reinecke,  
Mary Baldwin, Ken Tobias

**PHO and Facilitator:** Procure – Nicki  
Brentnall

# Measures Summary

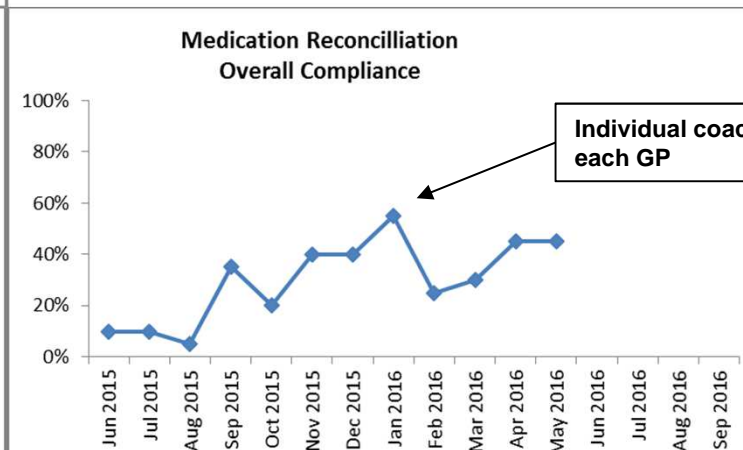
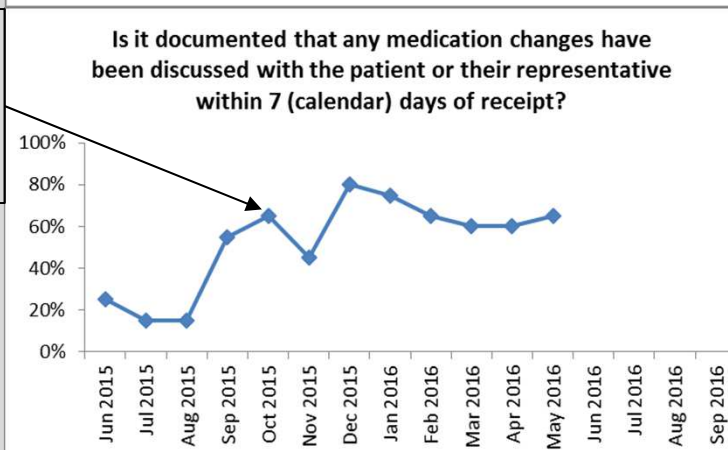
SIP discussions with GPs during morning tea

Hot keys implemented (.ch and .nch)



Hot keys adjusted (.chna, .chtci, .chph, .nch)

Nurse or MA tasked to follow up medication changes with patients



Individual coaching with each GP

# Learnings & Change Package

- Best Change Idea
  - Hotkeys for EDS (chna, chtci, chph, nch) resulted in uniformity with GPs
  - Getting Nurse and MA's involved to follow up patients with medication changes
- Helpful to know
  - Classification for inbox records

# Trigger Tool

## 1. Search Criteria

Patients over 75 years and on 6 or more medications

## 2. Harm found

Terbinafine prescribed, eGFR < 35 and patient on a betablocker

## 3. Solution recommended/implemented

Additional alert placed on patient dashboard and on alert module.

Feedback to colleagues at monthly QI Meeting and GP team meeting to discuss issues around prescribing in patients with low eGFR

## 4. Incidental findings

No incidental findings

## 5. Experience of tool

A beneficial exercise. Definitely a way to improve safety in practice. Unfortunately time and labour intensive.

Need to test trigger tool again with a different group (possibly high users).

# Safety Climate Survey

1. **What percentage of your practice completed the survey?**  
83.6% (61/73) staff participated in the survey. Previous year had only 20 participants.
2. **Did you have a feedback session with the team?**  
A full practice quality improvement meeting was held before and after the safety climate survey was completed. Open discussion for feedback and Q+A.
3. **Was the tool well received?**  
Staff complimented the new changes implemented for improving communication and leadership which resulted from the safety climate survey.
4. **What changes have you made or plan to make as a result of the tool?**
  - Incident book discussions during full practice meetings
  - Implemented SBAR frame to communicate ideas and changes to practice
  - Created sub-unit teams with doctors, nurses and medical assistants
  - Plans to have a group session with doctors to brainstorm ideas to manage paperwork breaks and patient base

# Other Thoughts

Is there anything else that the team would like to share, either with other practices this year or new practices starting soon?

- The systemic problems we have identified outside our capacity to solve include the layout of the discharge summaries and the receipt of the document in a format that has to be transcribed into the MedTech record.

# Highlights

- GP's willingness to participate
- Team building
- Improved record keeping
- Streamlined medication charts
- Awareness of safety in practice at Apollo Medical