

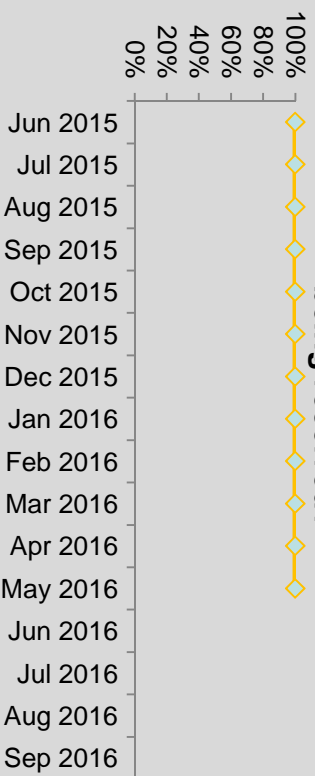
Learning Session 4

Eastside Family Doctor Medication Reconciliation

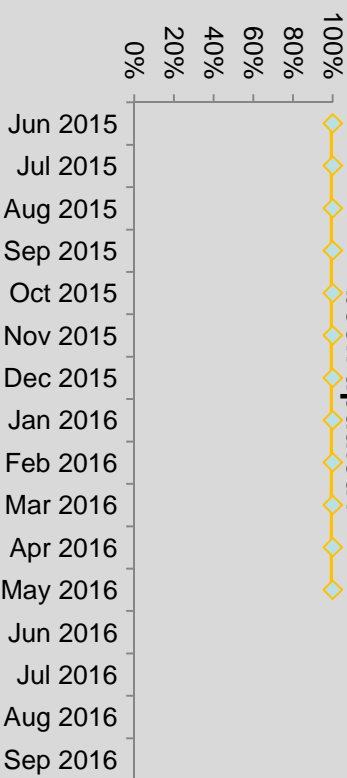
Team members: Dr Kulvant Singh,
Dr David Lim, Rekha Singh
PHO and Facilitator: Easthealth PHO

Measures Summary

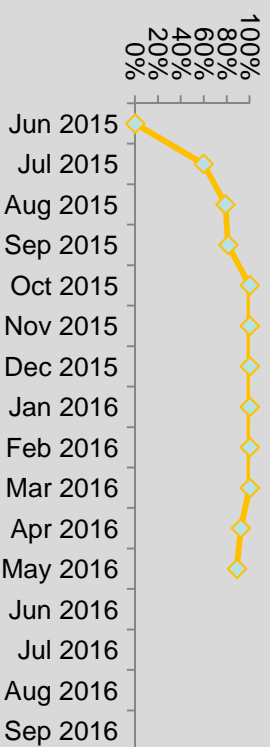
Has Medication Reconciliation occurred within 7 (calendar) days of the EDS being received?



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



Change Package

	Change Tested	Outcome/ Evidence of Improvement
1	Medication reconciliation completed by doctor and documented	Improved overall compliance to 80%
2	Changes communicated with team members	Improved overall compliance to 100%

Trigger Tool

- >2 consultations in 7 days 52% (13/25)
- Out of hours attendance 12% (3/25)
- Hospital discharge 12% (3/25)
- eGFR <35 4% (1/25)
- Death within review period 4% (1/25)

Patient Experience

1. How do you currently determine patient experience?
 - Patient feedback, surveys
2. Do you have any tips for people wanting to engage their patients and whanau?
 - Seeing patients with their whanau
 - Asking the patients/whanau what they prioritise
3. What would you like to do more of in regard to patient experience?
 - More frequent patient feedback
 - Regular group meetings to improve factors that impact patient experience

Highlights and Lowlights

- Improved compliance and reduced prescription errors
- Regular updates on patient management changes
- Sometimes difficult to get in touch with patients
- Still possible to miss discharge/clinic letters