

Learning Session 3



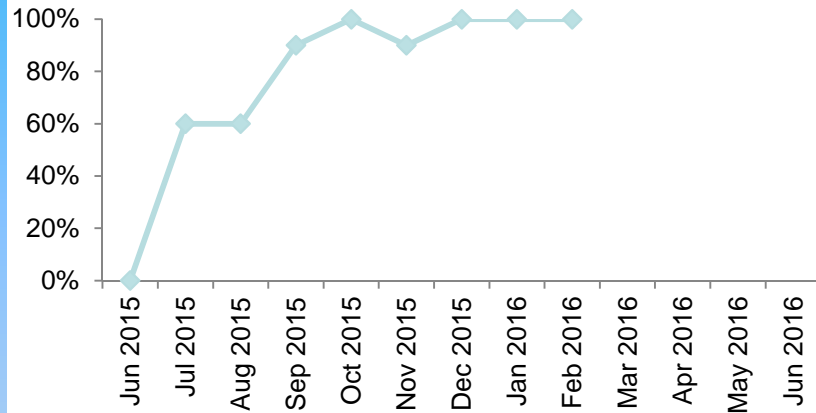
QuayMed Accident & Medical Medication Reconciliation

Team members: Dr Karen Napier, Rochelle Davy (PN), Paula Asiata (Practice Administrator)

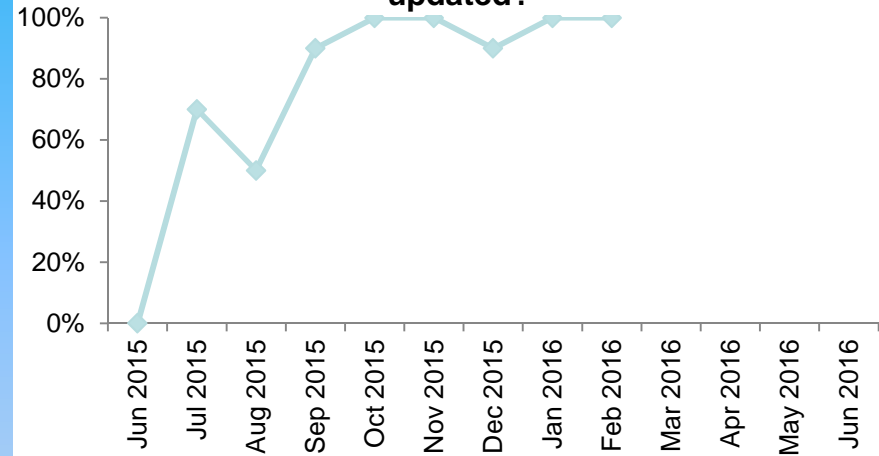
PHO and Facilitator: NHC PHO – Marleen Tuigamala

Measures Summary

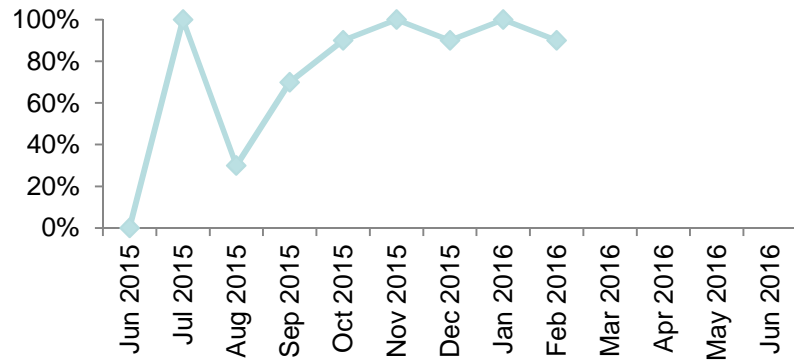
Has Medication Reconciliation occurred within 7 (calendar) days of the EDS being received?



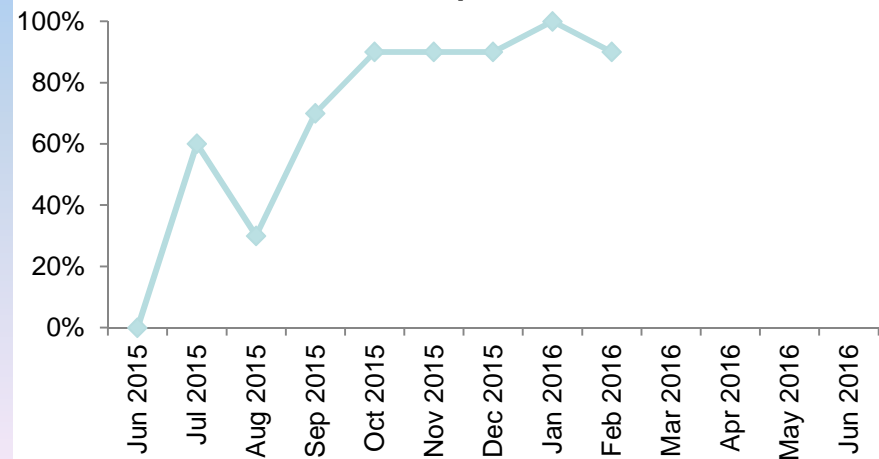
Has the patient's regular medication list been updated?



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	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"

Trigger Tool / Climate Survey

Trigger Tool Experience

- defining our cohort was challenging as we wanted meaningful data
- the triggers were not so helpful- only ONE in whole process (and that was a stretch)
- reviewing the notes identified incidental findings
- 4 patients were recalled for more active management
- OMISSION not active errors
- feedback to clinical team to follow

Climate Survey Experience

- easy to do

Highlights and Lowlights

- 'More GPs have implemented the process consistently- 4/6
- 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!)
- Limited search options available on the Query Build Tool via the 'subject field'
- High workload of trigger tool audit
- Survey was good for staff involvement