

Learning Session 3

SOUTHSEAS HEALTHCARE MEDICATION RECONCILIATION

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Measures Summary

- ❖ To confirm the belief within the practice that the current Medication Reconciliation process is working.
- ❖ To ensure patient safety
- ❖ PDSA Cycle to measure changes

Change Package

	Change Tested	Outcome / Evidence of Improvement
1	Climate Survey	<p>Issues – Leadership and workload 2nd year for SSH</p> <p>Improvements work in progress</p> <p>Communication with management and staff improved</p>
2	Trigger Tool	<p>25 patient notes surveyed</p> <p>No major findings</p> <p>Unavoidable triggers</p> <p>Regular</p>
3	Audit	<p>Increase awareness</p> <p>Process + system established</p> <p>All clinic letters and EDS communication</p>

Trigger Tool / Climate Survey Findings

Climate Survey

- Workload & Leadership : Management team
Actions – Clinic meeting + Planning Day April 2 2016
Changes in organisation

Trigger Tool

- Discussion with peers/clinic meeting
- Monitoring
- Doctors encouraged to do trigger tool in peer review or individually

Highlights

- Team work + improved communication (recall + reminders to update changes)
- Cooperation from staff improved
- Patients appreciate contact from clinic /follow up
- Ongoing system + process established –PDSA cycle
- Patient safety – language
- Improve EDS from A+ DHB and Waitemata DHB- needs to be clearer (CMDHB EDS very clear)

Lowlights

- Nurse – allocated time for follow up contact
- Aim to reduced pharmacy phone calls overall
- Documentation of changes in notes
- Time to complete Climate Survey, Trigger Tool and Audits

Southseas Healthcare

