



Medications Reconciliation Learning Session 4

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Southseas Healthcare

South Seas Healthcare *Vision*

Excellent health and well-being for Pacific people and all communities.

South Seas Healthcare *Mission*

To improve the health status for Pacific families and communities by providing increased access to and improving the quality of, comprehensive primary, preventative and social services

South Seas Healthcare *Value*

RESPECT

We will act respect and humility, honouring the dignity of our patients, families, communities and staff, ensuring that Pacific values including spirituality are inherent in our processes.

SERVICE

We commit ourselves to serving the needs of Pacific people, our families and communities

FAMILY

We acknowledge the family as the heart of all Pacific communities

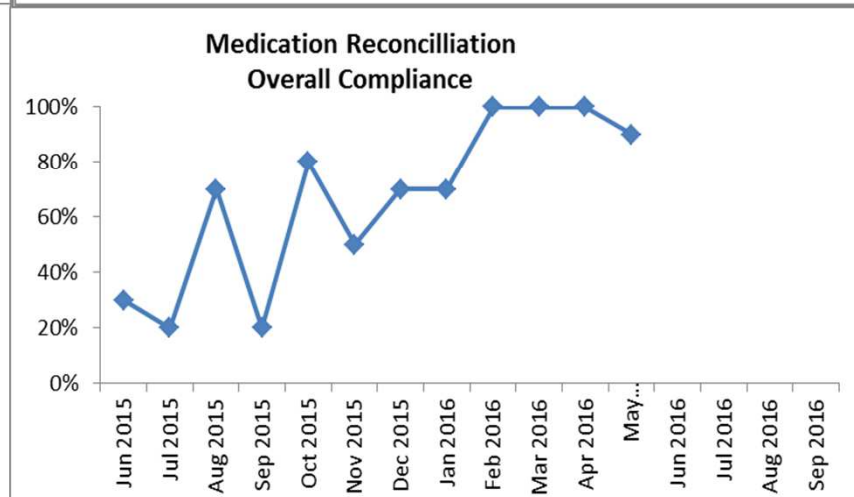
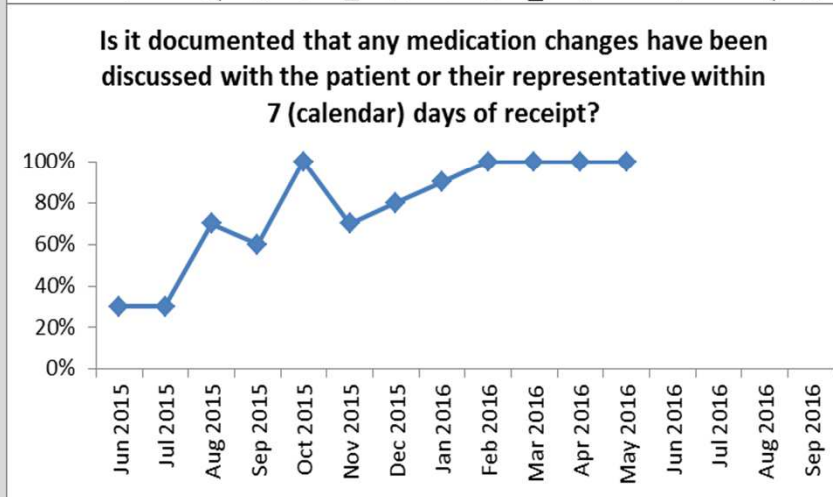
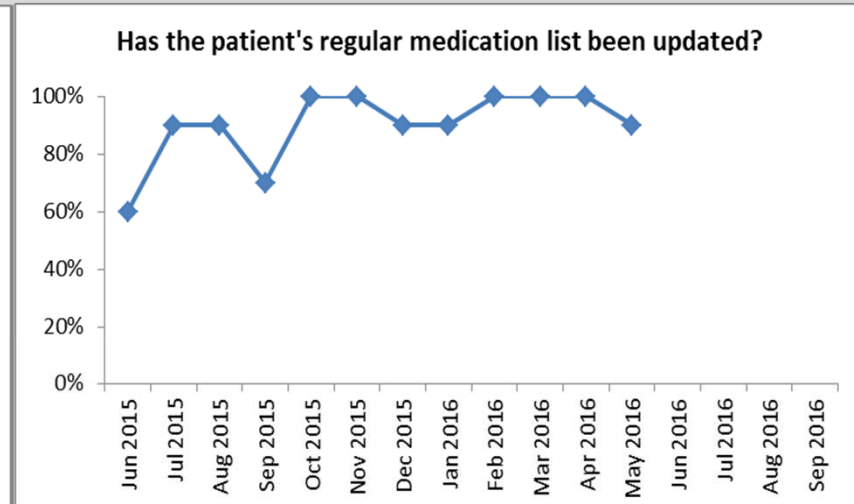
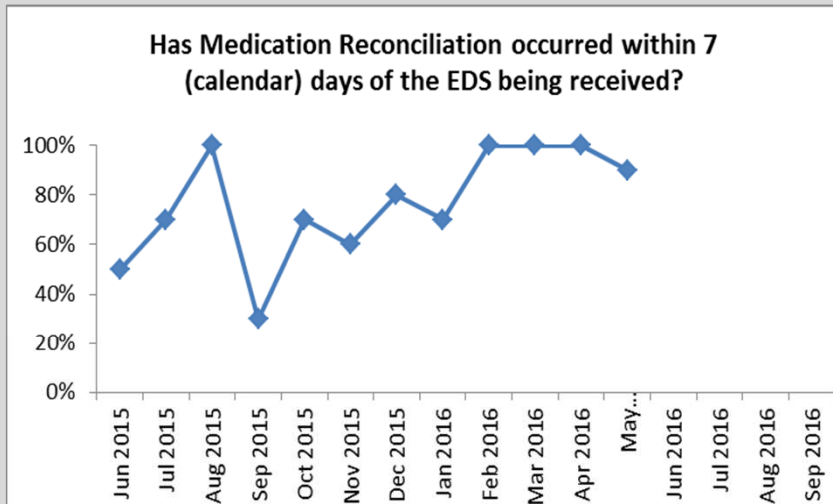
COLLABORATION

We will work with Pacific families, all communities and other services providers to support Pacific people to lead healthier lives

INTEGRITY

We will provide quality health and social services, exceeding the expectations of our communities.

Measures Summary



Learnings & Change Package

- **Best Change Ideas**

Added Classification for Medications and added EDS to the Screening Template: data collection and updates easier to monitor and review. An administrator provided a weekly audit summary of EDS.

With increased staff awareness and updates, Clinical Staff at Southseas supported and implemented the changes. There is now a Medications Reconciliation system in place.

- **Helpful to Know**

Time – need to set aside time to concentrate on Med Rec, otherwise it will always be pushed to the side.

Initially we needed weekly team meetings to work out what we wanted to measure

Information around the Trigger Tool and how to do it better.

Trigger Tool

1. Search Criteria

Patients over 50 years old with chronic medical conditions Sept –Dec 2015
(diabetes/asthma/Hypertension/psoriasis/Epilepsy)

2. Harm found

Psoriasis flare up, visited twice in a week admitted to Middlemore with cellulitis and extensive psoriasis. Admitted for management of psoriasis.

3. Solution recommended/implemented

Monitor and continue regular updates with EDS and clinic letters
Shared with clinical staff at staff meeting.
Will continue to do regular trigger tool and monitor

4. Incidental findings

Medications started by hospital changed as side effects, readmitted.(Seizure patient)
Prostate Cancer new diagnosis when presented for chest pain to MMH ED

5. Experience of tool

It was good, better than what I expected

Safety Climate Survey

1. What percentage of your practice completed the survey?

66% (25/38)

2. Did you have a feedback session with the team?

Yes – Staff meeting monthly Update /discussion regarding results.

Weakness: WORKLOAD AND LEADERSHIP

Strengths – Communication/Teamwork/Safety System and Learning

3. Was the tool well received?

Yes – it was good for planning sessions we have had over the year – Clinic Planning Day and Organisation Planning Day.

4. What changes have you made or plan to make as a result of the tool?

Leadership – changes over the last 6 months. Establishment of Leadership Management Team feeding back to Management Meetings and SSHC Board.

Recent changes in increased Administration time for GPs

Scheduled break times for GPs

Winter Season – new change providing extra cover for after hours and sat clinics (2 GPs)

Patient Experience

1. How do you currently determine patient experience?

Questionnaires

Patient Feedback Form

Verbal feedback from patients + Follow phone calls from staff

2. How do you currently determine patient experience?

Being Flexible

Awareness and also language appropriate

Appreciate the contract from the clinic phone calls from staff

3. What would you like do more of in regard to patient experience?

Patient Portal being introduced into practice this month

Make it a positive experience for them

Patient is proactive with health and facilitates discussion around medications safety

Other Thoughts

- Worthwhile Experience
- Impact on patient safety in an important area
- Highlighted the need for change with practice systems
- Regular practice
- Monitoring of medications reconciliation
- Patient appreciate contact and discussion
- Challenge with language
- Patient contacts constant updating
- Improvement in standard of care
- Patient Safety