

# ANNE STREET MEDICAL CENTRE

## Safety In Practice – Medicine Reconciliation

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Team Members: Dr Alastair Borwick, Helen Schreuder (PN), Kartini Joseph, (Practice Manager)

# Organisational “Buy-In”

## **Aim:**

Changes in medications list updated in PMS on receipt of discharge summary and patient contacted within 7 calendar days of the discharge being received.

## **Buy-in**

- Clinical staff acknowledge it can be easy to miss a medication change due to variation in how this is reported in discharge summaries
- Clinical team agrees it is an area that is often not addressed and can create medication errors
- A simple process needs to be in place to ensure this is actioned

# Change ideas

- Note all medication changes from discharge summaries in the 'comments' field of the inbox record
- Discharge summaries are sent from Provider inbox to Practice Nurse for action of:
  - Update patients regular medication list
  - Patient contacted
  - Appointment made if required

# Changes tested

On review of discharge summary audit:

Providers are updating the inbox record

Contact encounter documented in patient's clinical notes

Medications list updated

Appointments are being made

# Most Successful PDSA Cycle

**PLAN:** Note all medication changes from discharge summaries in the 'comments' field of the inbox record

*Predict*-this will be slowly adopted but once people see it is relatively easy and safer to action they will buy in

**DO:**

*Problems*-Hard to remember to note changes, breaking old habits and forming new ones

*Observations*-I might set up a quick key for myself to make it easier

There's too much variation in discharge summaries around recording changes

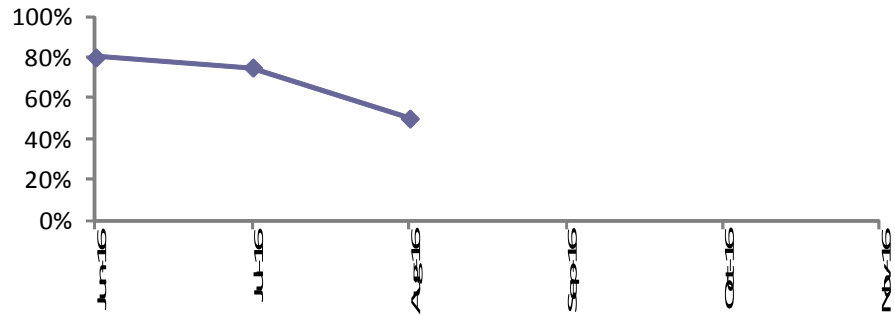
# Most Successful PDSA Cycle

STUDY: Our prediction was confirmed and this is a work in progress

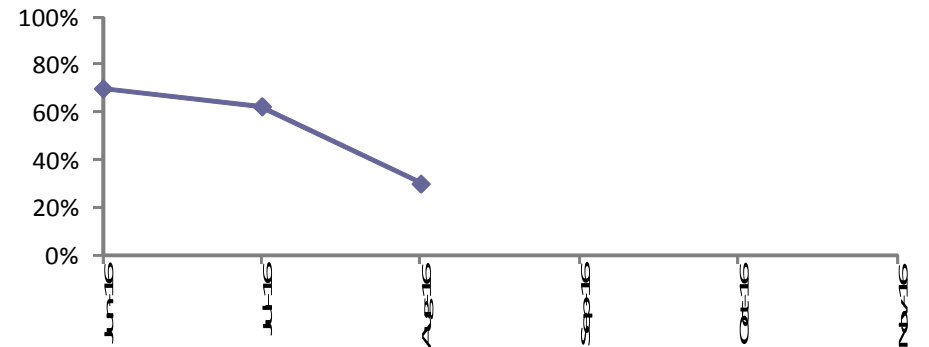
ACT: We will Adopt – this is working well, if a little slow on uptake! It's much faster to audit records when looking for medication changes in discharge summaries if they've been noted in the 'comments' field

# Measures Summary

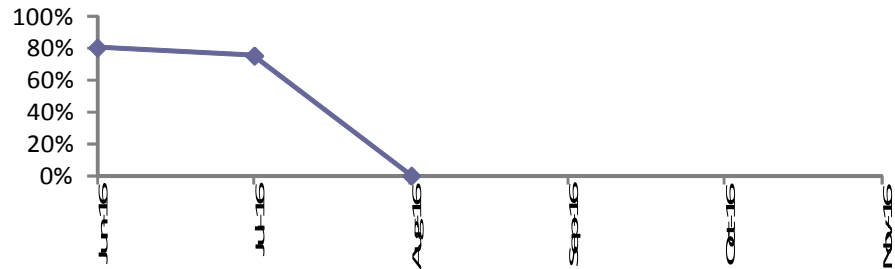
**Has Medication Reconciliation occurred within 7 (calendar) days of the EDS being received?**



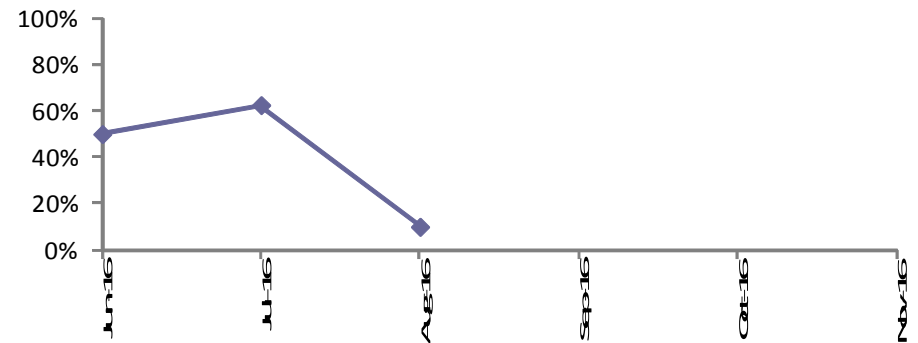
**Has the patient's regular medication list been updated?**



**Is it documented that any significant medication changes have been discussed with the patient or their representative within 7 (calendar) days of receipt?**



**Medication Reconciliation Overall Compliance**



# Highlights and Lowlights

- The team are enjoying the challenge of implementing a new process
- We have anecdotal evidence we are making a difference based on less phone calls from pharmacies



# Achievements to date

**Agreed aim:** to achieve correct medication update, contact patient's within 7 days and keep safe

**Change package:** work in progress, so far a new process is in place

**Measurement plan:** reconciliation audit

**Do people on your team know what their responsibilities are and what is expected of them?**

Yes through discussion in regular clinical meetings

**What has changed and what difference have the changes made?**

We've noticed a decrease in phone calls from concerned pharmacies regarding changes in medications post discharge, less confusion for staff, patient's and external providers