



The Fono Central

PHO and Facilitator: Nicki Brentnall

Team members: Paul Johns (GP), Lois Ryu (PN)

Aivi Puloka (Manager-Practices)

Organisational “Buy - In”

Aim: For medication reconciliation to be actioned within 7 days of receipt of all clinical letters.

This includes all clinical-providing services that alter patient’s medications i.e. Diabetes nurse-led clinics.

Buy-in

- One of our GPs suggested we participate. Staff agree the importance of reconciling patient’s medication but they had individual ways of actioning. Thus, we identified streamlining would be effective.

Fono Doctors



Dr Anja Doll

Doctor



Dr Paul Johns

Doctor



Dr Andrew Leong

Doctor

Change Ideas

Driver Diagram

- Standardisation: Easier way to use Medtech for medication reconciliation to reduce confusion within clinical notes.

- Synchronise & Reduce multiple entries:

By Mind-mapping

- Move Steps in the process closer together : combining
- Smooth work flow
- Share risks

What Changes have you tested?

	Change Tested	Outcome
1	Standardisation	There were differences between our GPs prior to the meetings but after discussions, we were able to standardise processes and learn one way to record in Medtech that works for everyone. (in Medication tab & Clinical notes)
2	Sharing Risks	By mind-mapping, all our doctors and nurses shared their own work and own up to how they do their work.
3	Synchronise a formal process	Through audits, we were able to test if everyone is reconciling within 7days of receipt. Not just within Medtech but with the patients.

Most Successful PDSA Cycles?

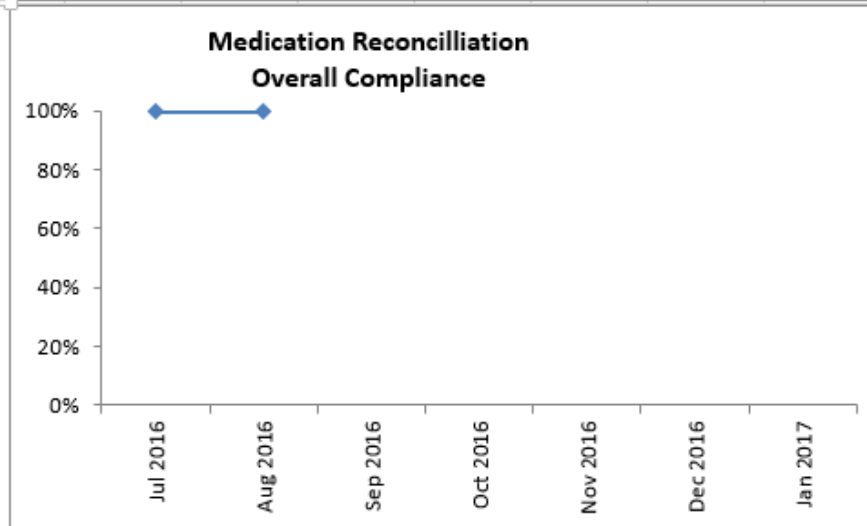
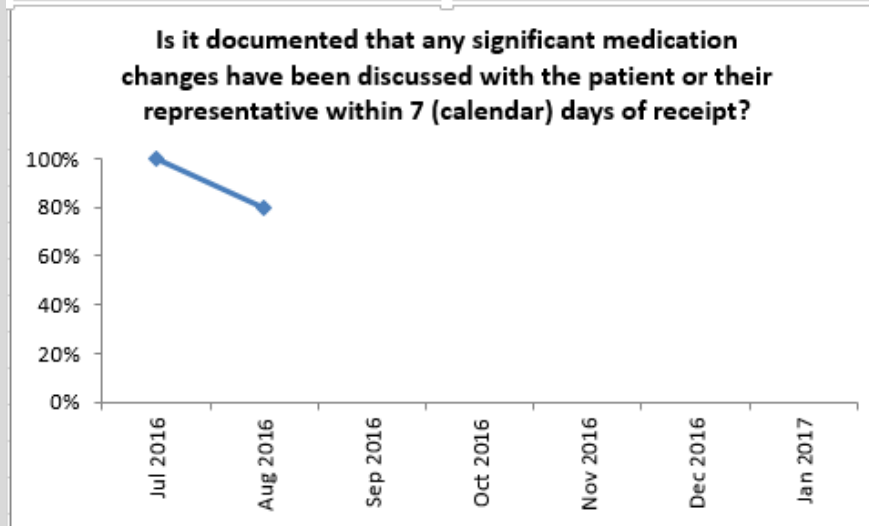
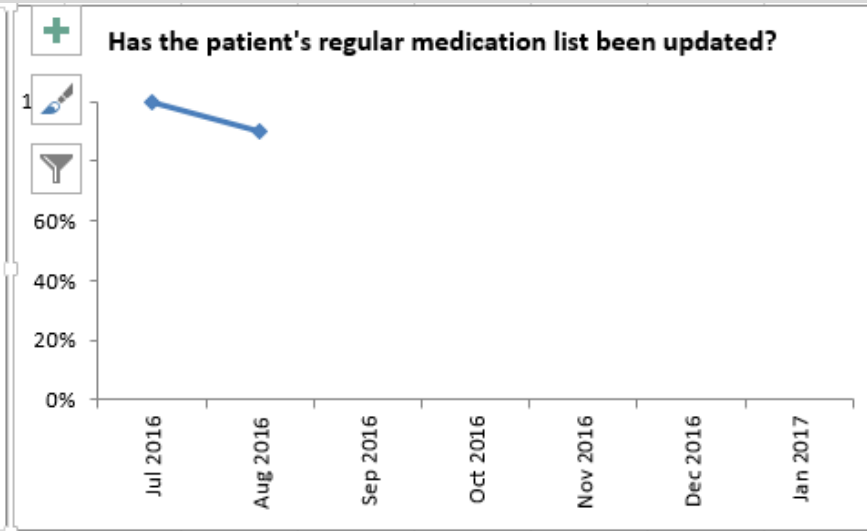
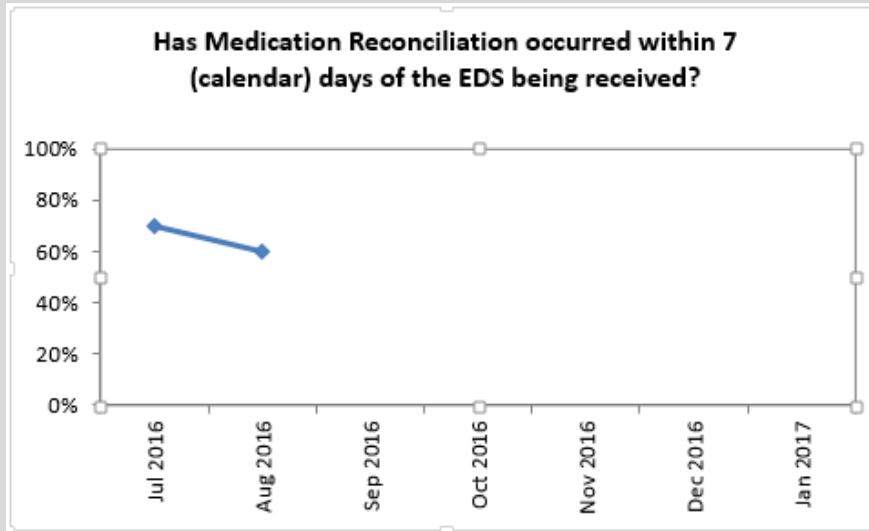
Plan: For medication reconciliation to be actioned for all clinical letters received within 7 days in Medtech and with patients.

Do: Mapping of current process of medication reconciliation.

Study: Monthly audit 10 results from 4 different GPs.

Act: Recommendations for standardisation and smooth work flow. Ongoing discussion.

Measures Summary



Highlights and Lowlights

Highlights:




- Differences in GP preferences
- More awareness & Increased sensitivity in GPs and PNs to act on Medication Reconciliation
- Mind-Mapping completed by all GPs and PNs
- Consultation with SIP team to reduce duplication of work
- Knowing each individual's responsibilities


Lowlights:

- Requires more time

Achievements to date

Do you have an

- agreed aim 
- a change package 
- measurement plan 

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

What has changed and what difference have the changes made? Everyone has more awareness, increased understanding and the whole team is on the same page.

Any other achievements?

It is good to standardise the process of medication reconciliation to reduce risks and it was a good opportunity to attend to this as a team.