

# Learning Session 2

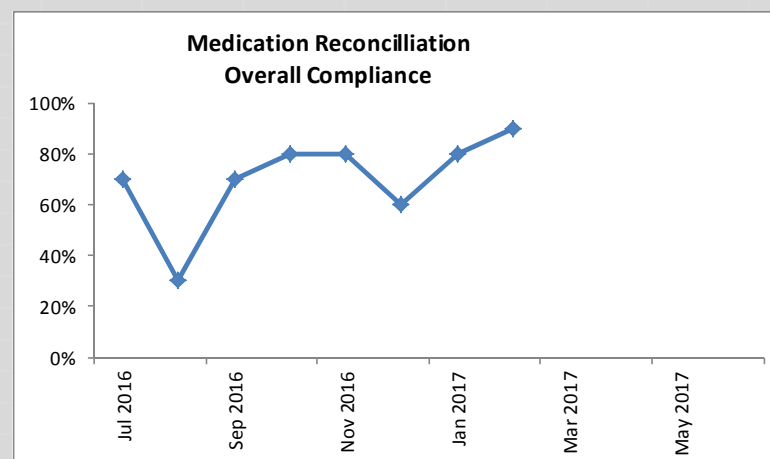
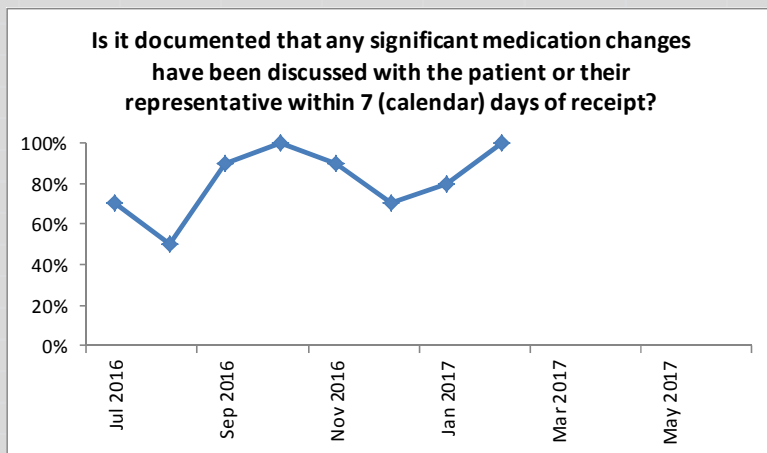
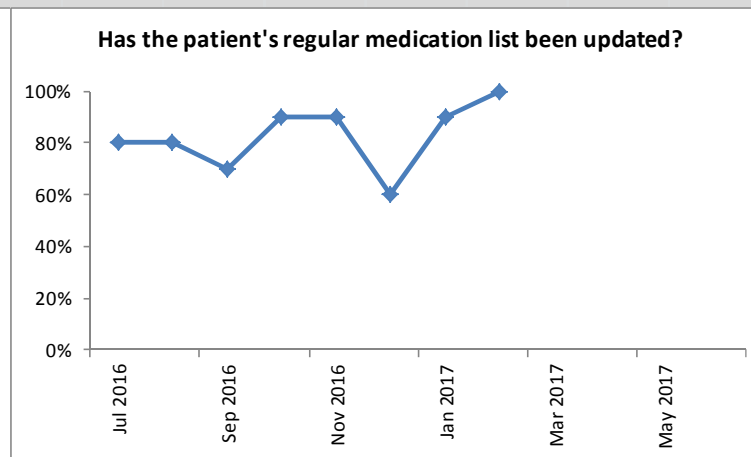
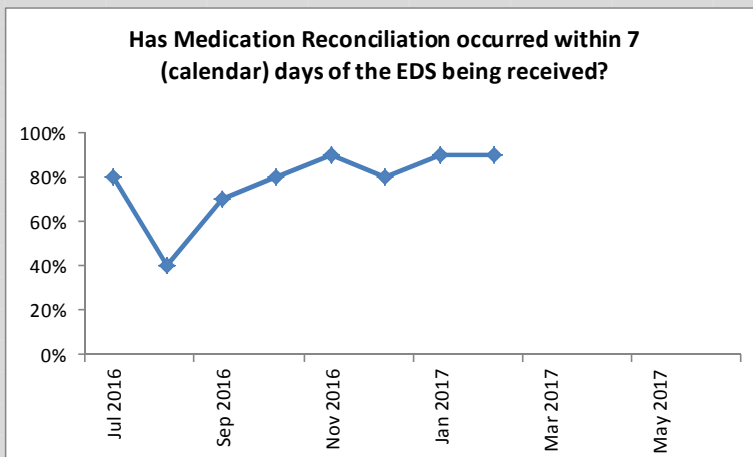
## Coast to Coast Health Care Medication Reconciliation

Team members: Dr Neil Anderson

Ros Gallagher

WPHO: facilitator Rosey Buchan

# Measures Summary



# Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	Med Recon extended to trainees and locums (initial concentrated on long term Drs)	Partial success	Consistency important when working within large group practice – need for everyone to be doing same things
2	Keyword for indicating regular and short term medication list updated when discharge letter received	Success (partial)	Helps to indicate where reviews performed – but needs to be taken up by all practitioners (reluctance of some)
3	Outpatient letters to be included in Meds updates	Success (where undertaken)	Some practitioners remain self focused. Standardisation and forwarding letters highlighting (to Drs) process important to drive forward changes

## Highlights and Lowlights

- What has been the experience of the team (General Practitioners, nursing and administrative staff and patients) in terms of their involvement in the improvements that have been made?  
(can include any patient experience work)
- As above – challenges regards to uptake of ideas, especially within large group practice with multiple sites and older GPs – perhaps – not fully embracing new ideas and changes – fully focused on continued engagement to address and current work in progress

# Trigger Tool

- Topic chosen- age 75+ and on 6+ medications AND also prescribed NSAIDs
- 25 patient files audited by one team member
- Two incidents picked up with potential to cause harm
- Findings to be discussed at next Doctor peer review meeting

# Safety Climate Survey

- Survey completed by majority of staff (67 participants)
- Follow-up session undertaken with all available staff led by one of the Practice Directors after hours on regular CNE/CME night- 48 attended. All staff asked for a whole group discussion rather than small groups
- Team work identified as a positive attribute
- Communication identified as least positive attribute, followed by others
- Meeting was positive with several ideas for each of the five topics discussed.