

Learning Session 2

ST HELIERS MEDICAL

Medicine Reconciliation

Team members:

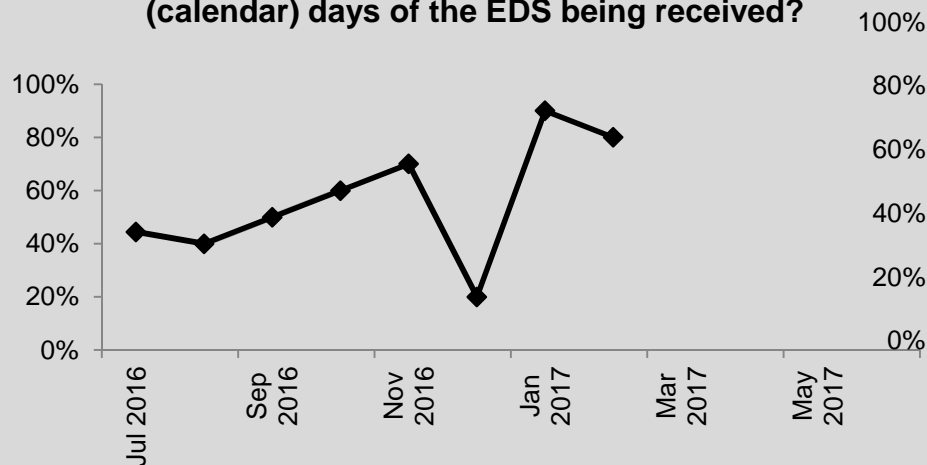
- Hendrik van Roekel
- Ellen Knight
- Kathy Fraser

Facilitator:

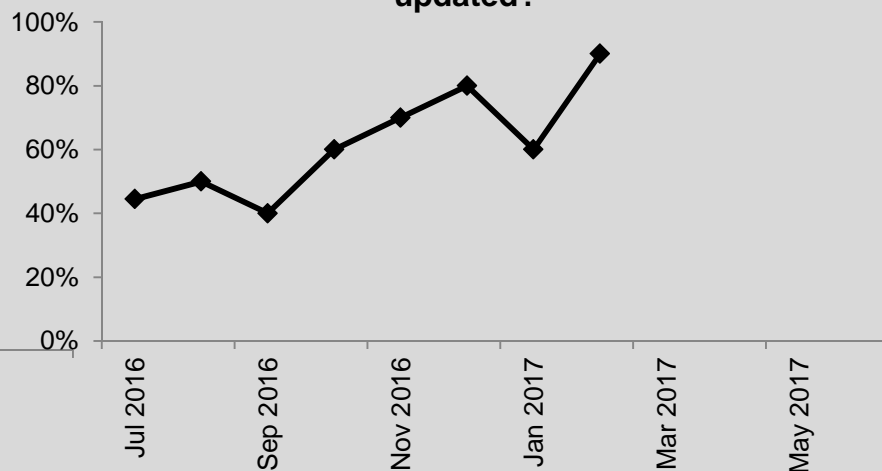
- Bernice Tatton (ProCare)

Measures Summary

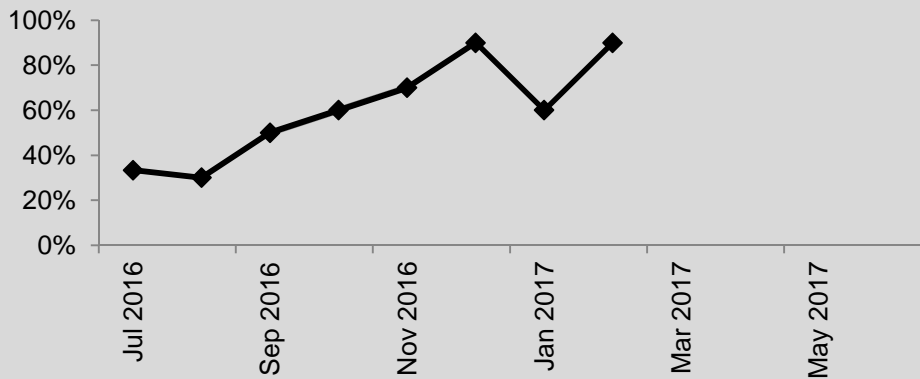
Has Medication Reconciliation occurred within 7 (calendar) days of the EDS being received?



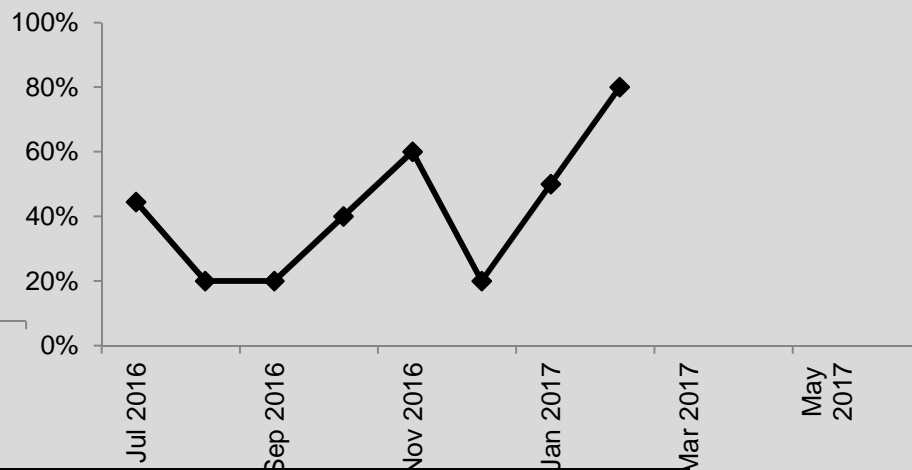
Has the patient's regular medication list been updated?



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



Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	Adding the changes to the prescribing terms into the PMS	All clinical staff informed of process & using PMS terms	Put terms in order of importance to avoid long list to search through
2	Determine what is a significant change so discharge summaries can be prioritized	Currently choosing general medicine discharge summaries or older peoples health only. Team still to make final decision on this.	Get team consensus before or as starting.
3	Created a Key Word for Nurses to use when medication has been changed and discussed with the patient	Entries made when required.	Recommend all clinicians use this.

Highlights and Lowlights

Highlights:

- Seeing our progress is encouraging
- Fewer phone enquires from pharmacies
- Fewer queries from nurses to Drs
- Less worry / more confidence that correct medications are being updated.

Lowlights:

- Getting new staff / locums on board
- Finding the time to do everything!

Trigger Tool

Our young associate GP offered to complete the exercise along with Ellie & Kathy.

Very interesting exercise. Thorough review of notes.

Important for GP to do be involved for analysis of notes.

No identified harm found.

Cases of note to be discussed at next team meeting;

1. Being thorough with patient history notes.
2. Updating classifications & medical warnings at the time
3. Reminding team about skin lesion 'quick look' appointments available within Practice.

Safety Climate Survey

Everyone participated in survey willingly.

Open discussion at team meeting to discuss results, highlighted how staff view their work experiences differently to management.

More communication opportunities identified as improvement area. Action plan:

1. Place whiteboard in tea room to communicate updates/ideas.
2. Formalize team meeting dates. Assign meeting manager to stay on agenda track.