

# Learning Session 2



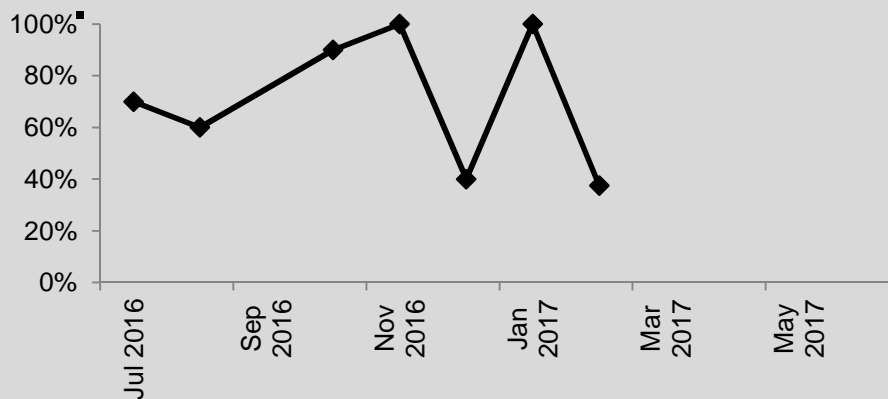
## The Fono Central Medication Reconciliation

**Team members:** Aivi Puloka (Manager),  
Margaret Crichton (Practice Lead),  
Anja Doll (GP), Lois Ryu (RN)

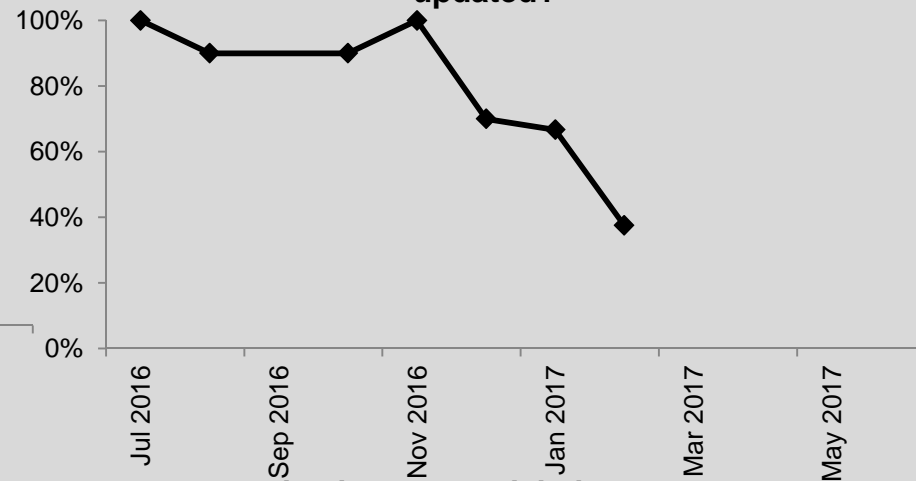
**PHO and Facilitator:** Bernie Tatton (Procure)

# Measures Summary

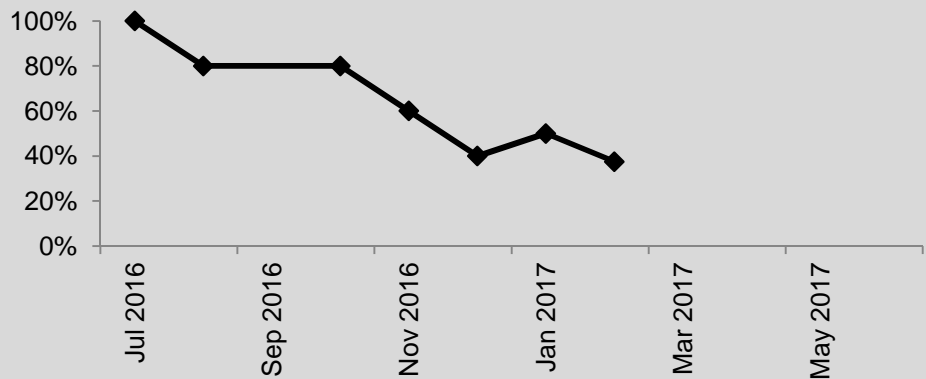
**Has Medication Reconciliation occurred within 7 (calendar) days of the EDS being received?**



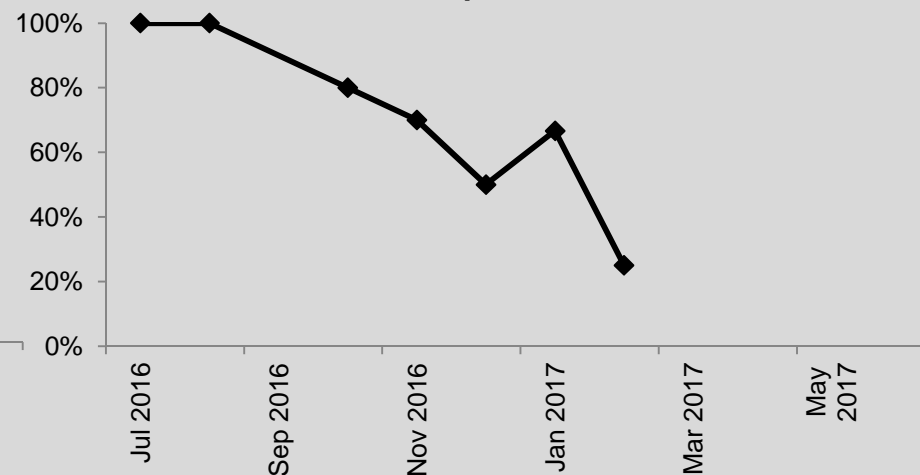
**Has the patient's regular medication list been updated?**



**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	Advice for other practices
1	Standardisation	Improved consistency and buy in from clinical team.	Formal training session on process before starting.
2	Sharing Risks	More team collaboration and ownership of project.	Practice agreement and everyone's involvement at initial stage.
3	Synchronise a formal process	Audits are standard agenda item at practice meetings and promotes good discussion.	To make a standard agenda item at practice meetings.

## Highlights:

- Various GPs have participated in different parts of the Medication Reconciliation journey which has involved them and had increased their ownership of work.
- Participation in the project has increased teamwork and assurance that everyone is on board heading towards the same goal of safety.
- Streamlining the Medication Reconciliation process has eliminated stress and confusion among our team of GPs to be able to follow each other's work more easily.

## Lowlights

- Participation of clinical staff means setting aside blocked off appointment times for GPs and nurses which is a burden for the management staff to juggle with patient load.

# Trigger Tool

The trigger tool exercise promoted good clinical discussion amongst doctors.

Two consultation within 7 days wasn't a good safety prompter for our practice as our follow up time is recommended within 7 days.

Proactive ED Discharge Summary follow-ups could be helpful at times. i.e chasing X rays.

Clearly documenting medications that did not work for the patient on alert section and not just on the consult notes may be helpful.

# Team Climate Survey

## Highlights:

- Results promoted open and honest discussion between clinical and management team members. Appreciation of each others work.
- Communication between clinical staff has improved and members feels kept up to date with practice news. Our highest rank was is treating each other with respect.

## -Lowlights:

- Workload was ranked the lowest which was discussed at team meeting. Management and clinical team agreed two GPs working in a day was required for maintaining safe medication reconciliation. This has been actioned since the meeting.