

Learning Session 3

ANNE STREET MEDICAL CENTRE Medication Reconciliation

Team members:

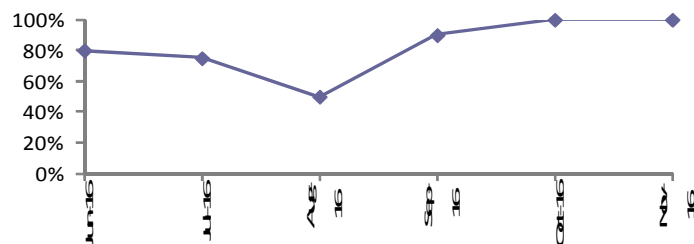
Dr Alastair Borwick

Helen Schreuder

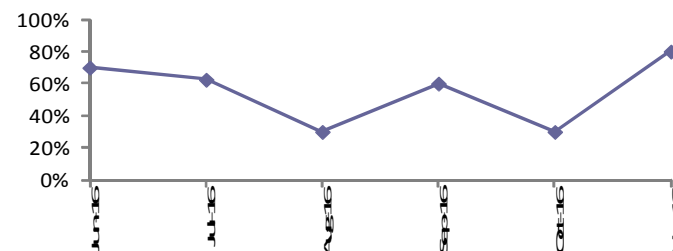
PHO Facilitator: Nicki Brentnall

Measures Summary

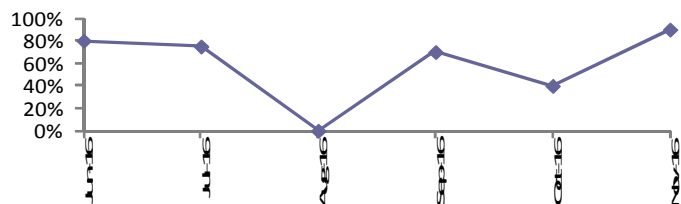
Has Medication Reconciliation occurred within 7 (calendar) days of the EDS being received?



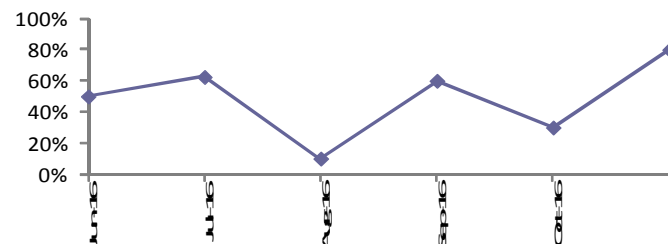
Has the patient's regular medication list been updated?



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



Learnings & Change Package

- Results changed from beginning to end
- Originally we had more than one person auditing so outcomes differed. Changed to 1 key team member doing audit.
 - Results reflected in which provider's discharge summaries were audited, as other team members took longer to invest in project
- How did you achieve this improvement?
 - Instigated competition by announcing results at clinical meetings.
 - Ensured all clinical team members understood project.

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Learnings & Change Package

- **Best Change Idea**
- **Entering new medication into medication list identifying external provider and using status insertion tab.**

- **Helpful to know**
 - Query builders specific with DHB in query targets specific audit**
 - Potential pitfalls surrounding clinical team not engaging due to lack of communication**

Other Thoughts

Is there anything else that the team would like to share, either with other practices this year or new practices starting soon?

Success comes with getting all team members on board and involved with project.

Competition among clinical team will bring about favourable outcomes in audit.

Most effective query builder to be saved in query store so all clinical team members can process audit.

Have you anything to share from the trigger tool, safety climate survey or patient experience?

More effective timely consultations

Highlights

1. Patient satisfaction of being followed up after hospital admission resulting in

- *Patients felt cared for*
- *Security in health system*
- *Greater understanding*
- *Time given for other concerns to be discussed*

2. Decrease in script errors

3. Decrease in phone calls from pharmacy regarding changes in script

4. Team satisfaction of achieving a positive outcome from an identified concern