

# Learning Session 3

## Orakei Health Services Medication Reconciliation

Alicia Caulton- Nurse Lead SiP

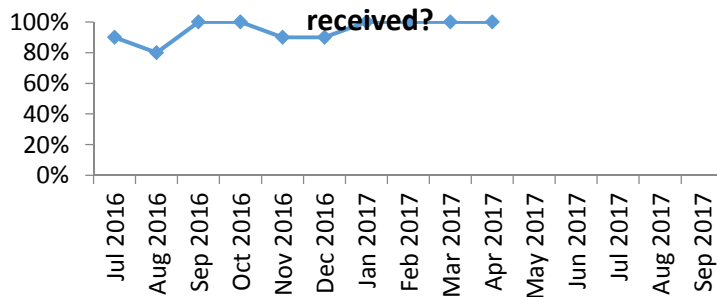
Gabrielle Moss – GP/Clinical Lead

PHO and Facilitator:

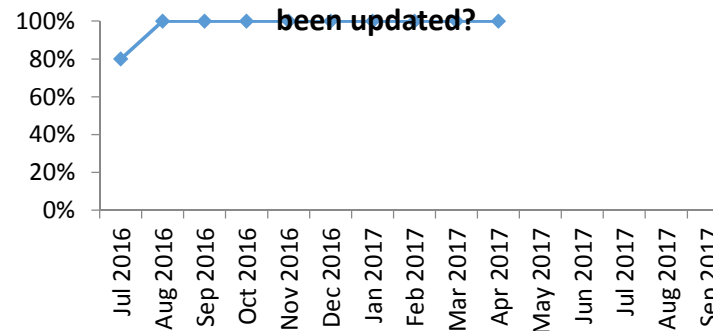
Auckland PHO

# MEASURES SUMAMRY

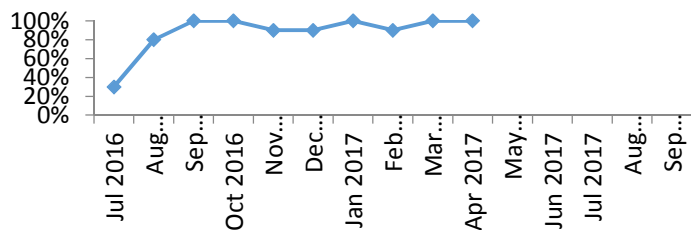
**Has Medication Reconciliation occurred within 7 (calendar) days of the EDS being received?**



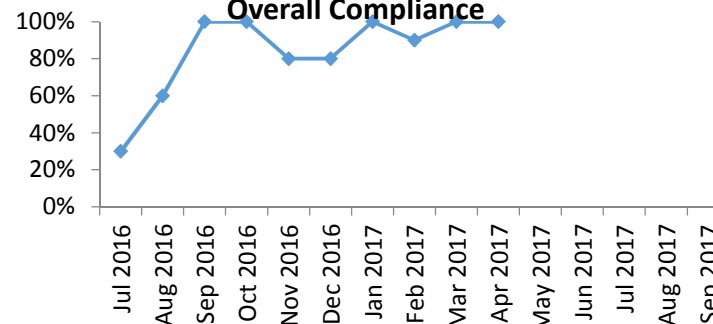
**Has the patient's regular medication list been updated?**



**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

Our initial results showed that approx. 90% of d/c summaries were reconciled within 7 days of receiving them. Approx. 80% of medications were updated within the pms. However only approx. 20% of patients were contacted re changes. This dropped our total for overall compliance to 30%

After the audits were implemented, the update for all was great. Over nov-dec 16 we had a few staff changes which was reflected in a slight % drop. For March & April overall compliance has been 100%. Consistently the medication list has been updated 100% of the time.

We achieved these changes by having regular practice hui's and discussing the results of our monthly audits.

# LEARNINGS & CHANGE PACKAGE

The best change idea for our practice was to implement the medication status updates in pms. This allowed everyone to see when changes had been made or medications stopped.

This was helpful for all staff including when communicating with pharmacists re med changes.

Was difficult when everyone who was originally part of SiP group left our practice. It would be great for everyone to be aware what was involved from the start so if necessary could provide support.

# OTHER THOUGHTS

Get everyone involved if possible –share the load and information.

Overall another successful year, much easier when everyone is on board.