

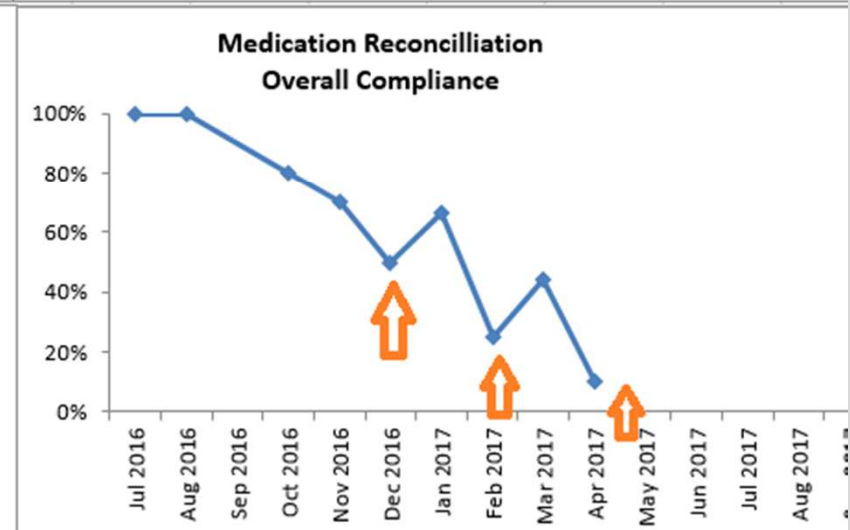
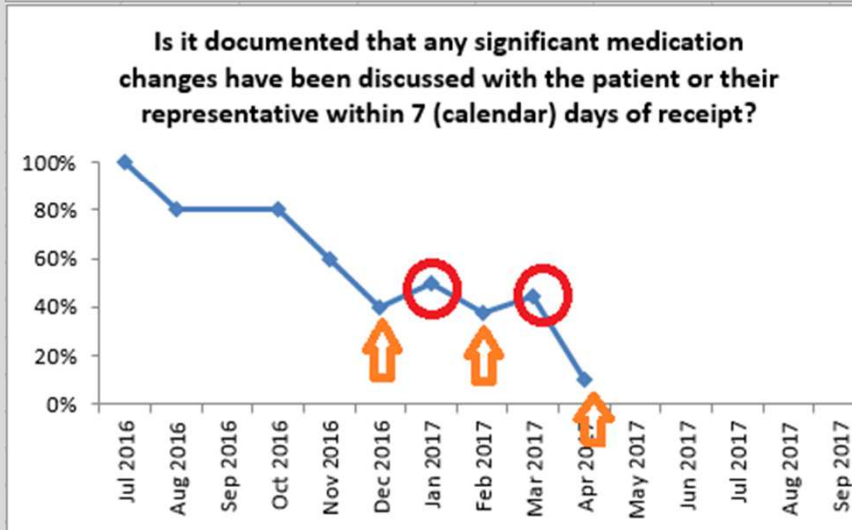
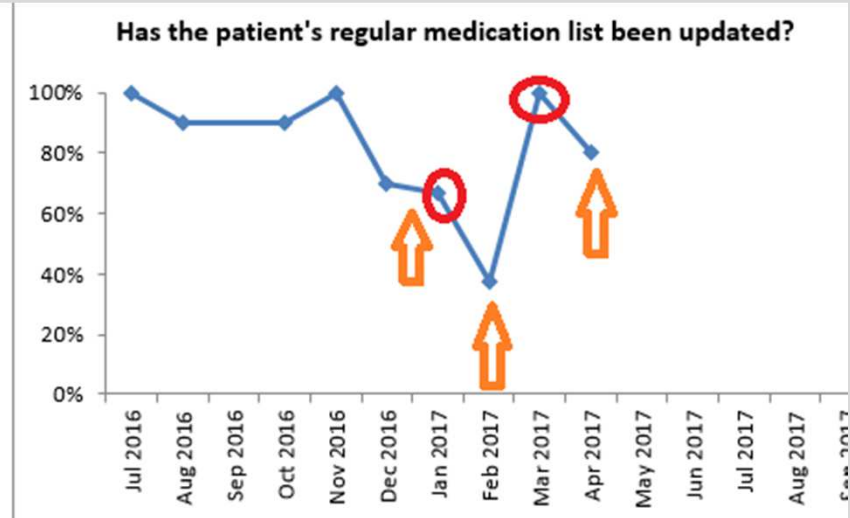
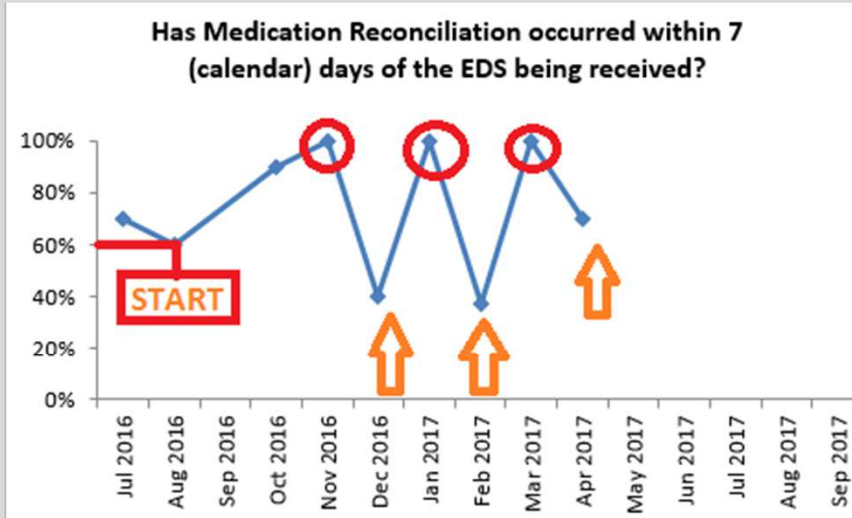
# Learning Session 3

## The Fono Central Medication Reconciliation

Team members: Dr. Paul Johns, Lois Ryu (PN), Aivi Puloka (Practice Manager)

PHO and Facilitator: ProCare Bernie Tatton

# Measures Summary



# Learnings & Change Package

**If we set August results to be our initial results an improvement from 60% to 90~100% interval can be seen when all regular GPs were working.**

**Our main focus was to reconcile medications within time and that all GPs completed this in the same manner learnt through this bundle.**

**Only by August we were able to have all our regular GPs back. The marked dips in Dec, Feb, April were when regular GPs were on holidays and one GP has permanently left.**

**Agreed buy-in from all GPs were to streamline medication reconciliation process. However, discussing medications with patients were an area we couldn't get buy-in from all GPs. However, discussion was promoted to include as an area for future development.**

## Learnings & Change Package

- Best Change Idea

Setting a standard way to reconcile medications. So, notes were to be left under in Notes, Medication and Inbox section by all GPs when they came across reconciliation. This reduced misunderstanding and missing out on medications which often happened before as often patients will see different GP each time they visit the practice.

- Helpful to know

Getting a buy-in from as many staff would be helpful as well as continuation of same staff for most of the bundle duration would be ideal. We had several change of staff and holidays, which meant each time this bundle had to be reintroduced, agree on buy-in etc.

## Other Thoughts

Regular audits as part of this bundle, definitely helps to see the overview of the practice, which was a starting point of discussion to bring in members of the team.

Safety climate survey was a good experience to see how each other felt about safety, work, team members to promote teamwork.

For practices starting the SIP for first time like us, designating a member of GP, nurse, and managers to initially take responsibility, to ensure due dates are met would be recommended.

# Highlights

What are your main highlights from your year in Safety in Practice?

-Bringing more alignment and teamwork in medication reconciliation among GPs. This decreased the risk of confusion, missing out on prescribing medications, when regular patients of other GPs are seen by other GPs.

-Teamwork and discussion on clinical safety was promoted to think of ways that would suit our practice's environment.