

Collaborative Initiative to Better Patient Care With Improved Medication Reconciliation Processes

PURPOSE: Meet The Joint Commission requirements and quality standards of at least 90% of patients receiving an accurate medication list after visiting National Jewish Health.

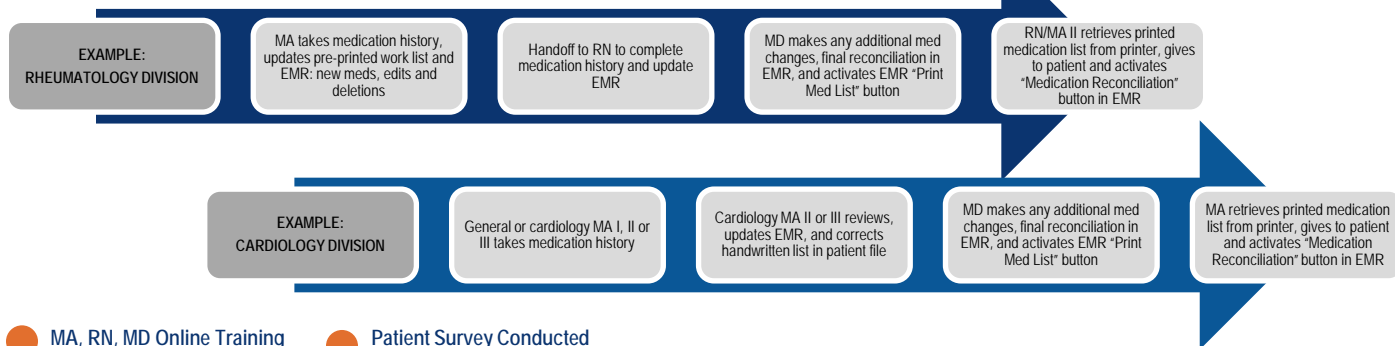
The Problem

Critical need to improve medication reconciliation processes in all divisions for outpatient visits at our institution due to increased risk for polypharmacy with the large number of patients seen with difficult-to-manage respiratory diseases and multiple co-morbid conditions.

- Initiative focus:
- Identify quality indicators for an accurate medication list;
 - Improve the interdisciplinary process of medication reconciliation
 - Improve communication with patients
 - Develop education and tools for providers and patients that are sustainable internally and replicable externally;
 - Improve patients' transfer of care by communicating accurate medication lists with physicians outside our institution.

The Intervention

[Individualized Process Flow]



- MA, RN, MD Online Training
 - Module 1: The Process
 - Module 2: Editing
 - Module 3: Duplicates
 - Module 4: Resources
 - Module 5: Interview Skills
- Patient Survey Conducted
 - One of two surveys (August 2014 and April 2015)
- Medication Safety Handout Updated

[Gaps and Goals]

<p>1% of patients missing a medication list in the EMR</p> <p>45 patients in just one month were missing a list</p> <p>GOAL 100% of patients will have documentation of a medication list or not taking any medications</p>	<p>17% of patients missing sig – dose and frequency</p> <p>606 patients in only one month missing a sig</p> <p>GOAL Reduce percent of patients lacking a sig on any prescribed medication to 5% or less</p>	<p>5% of unique patients had two or more of the same rescue inhalers on their medication list</p> <p>157 patients in only one month had duplicate rescue inhalers</p> <p>GOAL No patient will have duplicate rescue inhaler medications on their list</p>	<p>Only 32% of patients are receiving their printed medication list</p> <p>The Joint Commission requires 90% of patients receive an accurate list</p> <p>GOAL 95% of patients will receive a printed copy of their reconciled list</p>	<p>41% of patients are receiving (or declining) the Medication Safety handout</p> <p>1,655 patients in only one month</p> <p>GOAL 95% of patients documented receipt or decline of the handout at the time of their visit</p>
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The Results Through December 2014

Medication List/Clinical Summary Printed by Division

Department	Pre-Intervention		Intervention Period	
	Oct 2013	Feb 2014	Jun 2014	Dec 2014
Asthma Allergy	21%	49%	73%	78%
Cardiology	5%	60%	98%	98%
CF	72%	78%	73%	38%
Diabetes	No Data	No Data	88%	95%
Ent	No Data	No Data	88%	91%
GI	21%	62%	94%	88%
ILD	No Data	No Data	62%	79%
ID	20%	95%	99%	94%
Occ. Med	No Data	No Data	75%	91%
Oncology	15%	78%	90%	91%
Pediatrics	78%	68%	40%	93%
Pulmonary	No Data	No Data	92%	89%
Rheumatology	16%	68%	80%	84%

Medication List Reconciled by Division

Department	Pre-Intervention		Intervention Period	
	Oct 2013	Feb 2014	Jun 2014	Dec 2014
Asthma Allergy	9%	58%	84%	85%
Cardiology	4%	82%	99%	98%
CF	0%	61%	89%	66%
Diabetes	No Data	86%	92%	100%
Ent	No Data	89%	100%	97%
GI	20%	64%	91%	86%
ILD	No Data	14%	69%	83%
ID	0%	95%	96%	98%
Occ. Med	No Data	No Data	83%	91%
Oncology	3%	95%	96%	98%
Pediatrics	55%	79%	67%	93%
Pulmonary	No Data	37%	92%	91%
Rheumatology	0%	59%	95%	93%