

# Reconciliation Reality

A Round Table Discussion

Sponsored by

Health Services Advisory Group (HSAG)

Arizona's Medicare Quality

Improvement Organization

July 13, 2005

# Panelists

- **Barb Averyt**

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- **Linda McCoy**

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# Panelists (continued)

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**How did you begin?**

# In the Beginning

- Define and choose your team
- Formulate team objectives
- Educate leadership
- Collect and evaluate baseline data
- Develop and implement an educational plan for staff members
- Begin a small Plan-Do-Study-Act (PDSA) cycle of change

# Is there a role for computers in medication reconciliation?

# The Role of Computers

- Electronic prescription writing is available
  - Electronic prescriptions begin to build the electronic outpatient medication profile
  - The outpatient medication profile is a starting point for the hospital admission medication list
  - The outpatient medication list will also be updated at discharge
  - Computers can populate the outpatient medication form

# Electronic Medication Profile

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File Edit Patient Session Navigate Help

Viewer VS Graph Lab Rad Notes htd Meds IP Meds Flowshts I&O HQ INS Orders Allergies CarePlr Assmnts Cht Meds POC Int. Lab List RxPad

### Mayo Clinic Out-Patient Prescription Pad Profile

Status	Start Date	Stop Date	Medication	Dose	Range	Unit	Freq	Prn	Indication	Consultant	Disp
Active	27-Jun05	7-Jul05	AMOXICILLIN 250MG CAPS...	250		MG	TID			KIMBEL, B	Print
Active	5-Jul05		LISINOPRIL 5 MG TABLET	1		TAB	QAM		For Blood Pressure	GORMAN, R	Add
Active	5-Jul05		PROTONIX 20MG TABLET EC	1		TAB	QDAY			GORMAN, R	Add
Active	5-Jul05		AMBIEN 5 MG TABLET	1		TAB	QHS		Sleeping pill	GORMAN, R	Add
Active	5-Jul05		LIPITOR 10MG TABLET	10		MG	QHS			GORMAN, R	Add
Active	29-Jun05		MOTRIN 400 MG TABLET	1		TAB	Q6H	Y	For Pain	KIMBEL, B	Add

**Profile Options**

Refill D/C Detail History Reprint Update

**Additional Views**

Inactive Rx Active Rx

Allergy	Reaction
AMINOGLYCOSIDES	GI Upset
ROFECOXIB	rash
ATORVASTATIN CALCIUM	headache
VENLAFAXINE HCL	rash
PROPRANOLOL HCL	Respiratory Distress
ASPIRIN/CAFFEINE	hiv

To Add/Update/Delete Allergies Click "Allergies" Chart Tab Above

**Medication Selection Options**

My Meds Alpha

Backout

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**What challenges did you encounter while implementing medication reconciliation?**

# Challenges to Implementation

- Educating all participants
- Automating the process
- Resolving variances
- Reconciling before discharge
- Changing behaviors
- Obtaining an accurate at-home list of medications

**What resources did you  
use to assist with  
medication reconciliation?**

# Resources

## Institute of Healthcare Improvement (IHI)

- [www.ihl.org](http://www.ihl.org)
- Launched *100,000 Lives* Campaign
  - Safety initiatives include medication reconciliation
  - “Getting Started” kit available for download
  - Free materials

# IHI's Getting Started Kit

- “How To” Guide includes
  - Information / Education
  - Forms
  - Tools
  - Data collection instructions
  - Charts

**Are there additional  
resources that participants  
would find helpful?**

# Additional Resources

- Arizona Hospital and Healthcare Association (AzHHA) [www.azhha.org](http://www.azhha.org)
- HSAG's Acute Care Medication Reconciliation Series  
<http://acute.hsag.com/medrecon>
- South Carolina Hospital Association  
[http://scha.org/document.asp?document\\_id=2,3,32,3491](http://scha.org/document.asp?document_id=2,3,32,3491)

# Additional Resources

- Massachusetts Coalition for the Prevention of Medical Errors [www.macoalition.org](http://www.macoalition.org)
- American Hospital Association (AHA) [www.aha.org](http://www.aha.org)
- Agency for Healthcare Research and Quality (AHRQ) [www.ahrq.org](http://www.ahrq.org)

**Is there a form to assist patients in tracking their at-home medications?**

# The MedForm

- Being launched statewide in Arizona
- Designed for consumers and all health care professionals
- Access the form at: [www.themedform.com](http://www.themedform.com)
- Universal form
  - Medications
  - Allergies
  - Clinical conditions being treated with medications

**Is there a “take home”  
message you would  
like to share?**

# Take Home Message

- Keep the team active and involved
- Utilize the PDSA cycle—remember to address issues as they arise
- Be prepared for the frustration of patients not knowing their at-home medications
- Use the resources available to you
- Just do it!

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