

# Improving Medication Reconciliation within 24 Hours of Admission to a Comprehensive Cancer Center

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## Background

- Accurate medication reconciliation (MedRec) is an indispensable step ensuring patient safety and minimizing medical errors during transitions of care.
- Inaccurate MedRec leads to 40% of medication errors, 20% of which results in harm.

## Aim Statement

- To increase and maintain rate of MedRec completion at MD Anderson Cancer Center (MDACC), within 24 hours of admission, to greater than 95% by August 30, 2023, utilizing performance improvement methodology.

## Description

- Identified key provider stakeholders in MedRec process including Inpatient Medical Directors, department representative, and medical subspecialty service lines.
- Engaged with nursing practice, nursing informatics and pharmacy to review associated medication list review processes.
- Mapped current processes and identified opportunities for improvement, including revising EHR reporting structure, revising policies/procedures and addressing workflow inconsistencies.
- Baseline compliance of 79% was identified as of July 2022.
- Unclear accountability and the absence of standardized workflow were identified as main drivers for non-compliance.

## Action Plan

- Revised institutional policy on Medication List Update and Medication Reconciliation to clarify accountability and expectations for admission MedRec and medication list review processes.
- Created high-level process map for admission MedRec, incorporating service specific workflows (Figure 1).
- Identified responsible parties for the different phases of MedRec process as noted in Figure 1.
- Enhanced EPIC Reporting System for reporting Admission Medication Reconciliation compliance percentage by hospital service & responsible provider.
- Utilized service champions to standardize training for nurses and providers regarding MedRec processes.
- Utilized EPIC functionality to create an additional column on patient lists to alert on incomplete MedRecs.

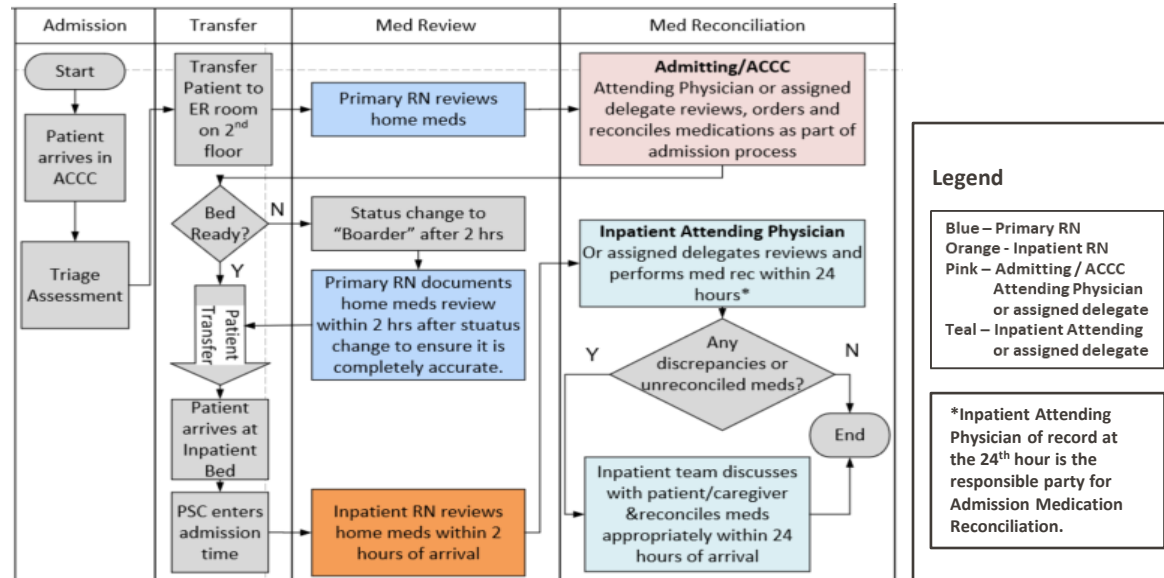


Figure 1: Process map of admission medication reconciliation

## References

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## Results

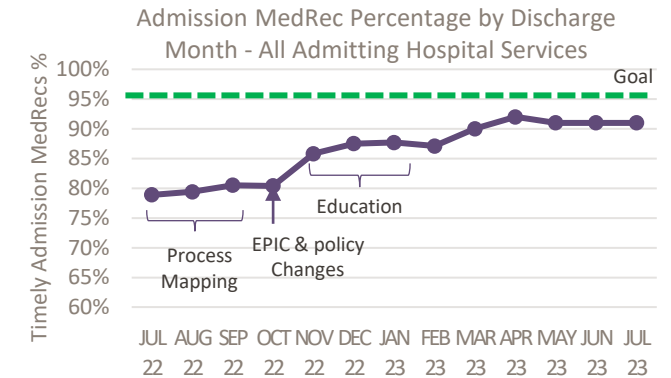


Figure 2: Admission medication reconciliation rate at 24 hours

## Conclusion

- Admission MedRec is a complex process that requires a high level of accountability, acknowledgment of responsibility and interprofessional collaboration.
- A definitive policy and proper training can reduce the likelihood of medication errors that arise during patients' admissions.
- While evidence of improved compliance was demonstrated, the next phases of this improvement project will include:
  - Continuing to identify barriers to admission MedRec.
  - Focus on MedRec on transfer/changes in level of care while hospitalized and discharge.
  - Focus on the accuracy of the medication list, incorporating patients, caregivers and ambulatory practitioners into the project.
- This global approach to preventing medication errors that occur throughout the care continuum will help to close many safety gaps that occur during these transitions of care.