

# Improving Medication Reconciliation within 24 Hours of Admission to General Internal Medicine

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## BACKGROUND

- Accurate medication reconciliation (MedRec) is a pivotal step ensuring patient safety during transition of care.
- Inaccurate MedRec leads to 40 % of medications errors, 20% of which results in harm.<sup>1</sup>
- High priority area for quality measurement and improvement according to meaningful measures initiative by Center for Medicare and Medicaid.<sup>2</sup>
- National patient Safety goal by Joint Commission.<sup>3</sup>

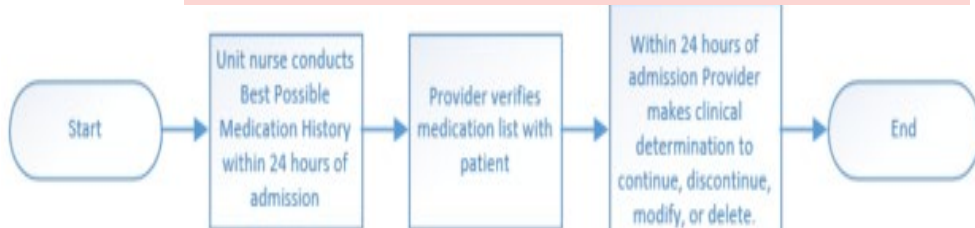
## AIM STATEMENT

- To increase rate of accurate MedRec completion for patients admitted to General Internal Medicine at MDACC within 24 hours of admission, from 85% to >95% through Best Possible Medication History (BPMH)

## INTERVENTIONS

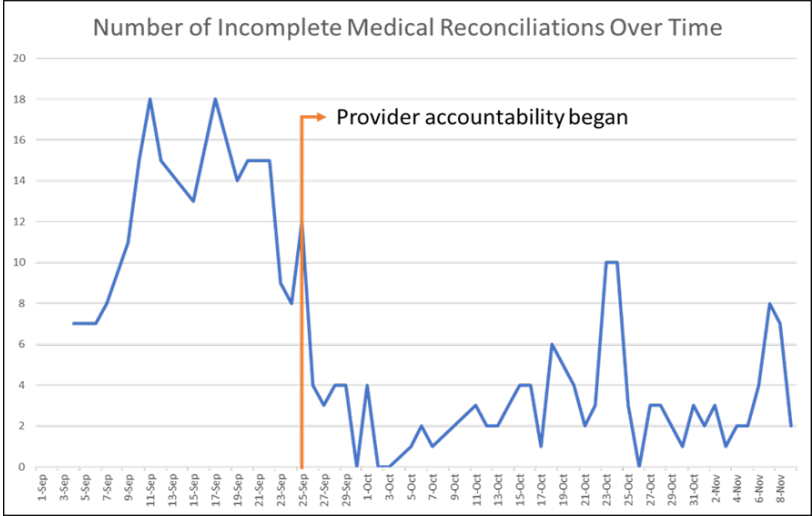
- To identify sources of variance through brain- storming sessions with nursing staff, providers, pharmacists utilizing fish bone diagram, process mapping
- To meet with stakeholders to implement the action plan
- To create a standard process for medication review and reconciliation
- To educate nursing staff on how to practice BPMH
- To educate providers on how to complete medication reconciliation within 24 hours of admissions
- To utilize IT assistance
- To assign nursing champions
- Daily email reminders to providers to complete medication reconciliation.

## PROCESS MAPPING: ADMISSION MedRec



## RESULTS

Measure	Pre-Intervention	Post-Intervention	p-Value
BPMH Completion	88%	90%	0.4139
Medication Reconciliation Completion	84%	100%	0.0019
Number of Discrepancies	2.27	1.55	0.0409
Audit Completion Time (mins)	13.60	11.33	0.0754



## CONCLUSION

- Nurses, pharmacists and medical providers are the cornerstone of accurate and complete MedRec.
- Promoting provider accountability and reminder emails played the key role in MedRec rate improvement.
- Safe and accurate admission MedRec is everyone`s responsibility even if the admitting clinician is solely accountable.
- Raising awareness of this issue with clinicians makes an impact on their behavior.

## RECOMMENDATIONS

- Administrative Solutions:**
- Establish clear delineation of accountability for the MedRec process.
  - Admitting nursing staff to complete BPMH in 12 hours and medication reconciliation by admitting providers in 24 hours from admission.
- Educational Opportunities**
- Educational modules and training sessions for nurses and providers.
  - To educate providers on de-prescribing medications from the BPMH if not relevant to patient care.
- Process Changes:**
- Hire pharmacy technicians for BPMH.
  - One connect team to explore options to improve the process.
  - MyChart Bedside for patients/families to update the medications.
  - Flyers in ACCC reminding patients to bring medication list.