



# **Medication Reconciliation National Update November 2, 2011**

**Marg Colquhoun & Marie Owen**  
National Co-leads Medication  
Reconciliation

# Outline

- National MedRec Strategy Update
  - National Summit Follow-up
  - National Advisory Meeting Follow-up
  - Identifying Practice Leaders for MedRec in Canada
  - Cross Country Check Up
- International MedRec

# National Medication Reconciliation Summit

## *February 2011*

To accelerate a system-wide strategy to implement medication reconciliation (MedRec).

MedRec is a proven intervention to prevent medication errors at patient transition points.

**Report Access:** The report can be found on the CPSI or ISMP Canada website



# National Summit: Themes to Address Barriers in Canada

- Inter-Professional Engagement
- Leadership Accountability
- Public/consumer/caregiver engagement
- Physician Roles
- Culture and Human Systems
- Education and Training
- Information Systems and Technology
- Tools and Resources
- Measurement

# National Strategic Advisory Group

- Accreditation Canada
- Canada Health Infoway
- Canadian Society Hospital Pharmacists
- Canadian Medical Association
- Canadian Nurses Association
- Canadian Pharmacists Association
- Canadian Patient Safety Institute
- Institute for Safe Medication Practices Canada
- The College of Family Physicians of Canada
- Royal College of Physicians and Surgeons of Canada



# Medication Communication Failures Impact EVERYONE!

## PATIENT & FAMILY



- loss of life
- prolonged disability
- temporary harm
- complicated recovery
- loss of income
- confusion about treatment plan

## HEALTHCARE SYSTEM



- prolonged recovery time
- increased cost and staff time due to rework
- avoidable readmissions and ER visits
- reduced access to health services

## SOCIETY



- loss of productivity
- workplace absenteeism
- increased cost
- loss of public confidence in the healthcare system

## Medication Safety: We All Have A Role

**Reconciling and keeping an up-to-date list of all medications will reduce communication failures!**

*Reconcile all Patient Medications*

# Leadership Accountability

- **Build Governance Capability** to ensure trustees understand their role in medication reconciliation.
  - Patient Safety Education Program (PSEP)
  - Effective Governance for Quality and Patient Safety Program.

# Inter-Professional Engagement

## National Medication Reconciliation Strategy Optimizing Medication Safety at Care Transitions

In February 2011, the Canadian Society of Hospital Pharmacists (CSHP) attended a national medication reconciliation summit hosted by the Canadian Patient Safety Institute in partnership with the Institute for Safe Medication Practices Canada and Canada Health Infoway. Along with the Canadian Medical Association, the Canadian Nurses Association, Accreditation Canada, the Canadian Institute for Health Information, Canada Health Infoway, the Canadian Association of Chain Drug Stores, and the College of Family Physicians Canada, CSHP will partner to develop, implement and evaluate a national strategy for medication reconciliation. The national summit identified eight key themes of focus to be addressed, supporting a key objective of CSHP 2015:

*In 100% of hospitals and related healthcare settings, pharmacists will ensure that medication reconciliation occurs during transitions across the continuum of care (admission, transfer and discharge).*

One of the first products of the national medication reconciliation strategy will be an online user-friendly website to support medication reconciliation across Canada. Key resources, including tools developed by teams across Canada in [Safer Healthcare Now!](#), will be made available on an accessible platform. These resources will be most valuable for the successful achievement of the objective of CSHP 2015.

The [National Summit Report](#) details the eight key themes to accelerate a system-wide strategy to implement medication reconciliation.

## Canadian Society Hospital Pharmacists

- National strategy and Summit report shared
- Partnership announced
- Supports 2015 medication reconciliation goal of CSHP



# Education and Training

- **Working with national associations of academic institutions**
  - Faculties of Pharmacy
  - Faculties of Nursing
  - Faculties of Medicine
- **Accreditation Canada Surveyor Education**

# Tools and Resources

- *Safer Healthcare Now!*
  - Creating user friendly website with tools and resources
  - *MedRec To Go!* Series in January 2012
  - Partnership with VON Canada to create tools and resources for medication reconciliation being created for families/ clients/unregulated care providers to improve safety in the home

# Public/Consumer Engagement

- **KIBM** application being developed by ISMP Canada with multiple collaborators and tested with SHN teams
- Patient self management tool
- Involvement of multiple health groups and professional associations

FREE since 1994



# Testing

**When:** January 2012

**Who:** Healthcare practitioners and patient with access to an iphone/ipod/ipad

**How:** Contact Kim Tiwana [ktiwana@ismp-canada.org](mailto:ktiwana@ismp-canada.org)

# Information Systems and Technology

## *ImagineNation Outcomes Challenge*

- The Outcomes Challenge will run until March 2013 – registration is now open
- More than \$1 million is available
- The *Outcomes* Challenge will accelerate the use of innovative solutions in four key areas with the potential to improve health care quality and the patient experience including Medication Reconciliation
- For more information visit [www.imagenationchallenge.ca](http://www.imagenationchallenge.ca)



# Information Systems and Technology



Tools to Support migration from Paper to Electronic MedRec systems

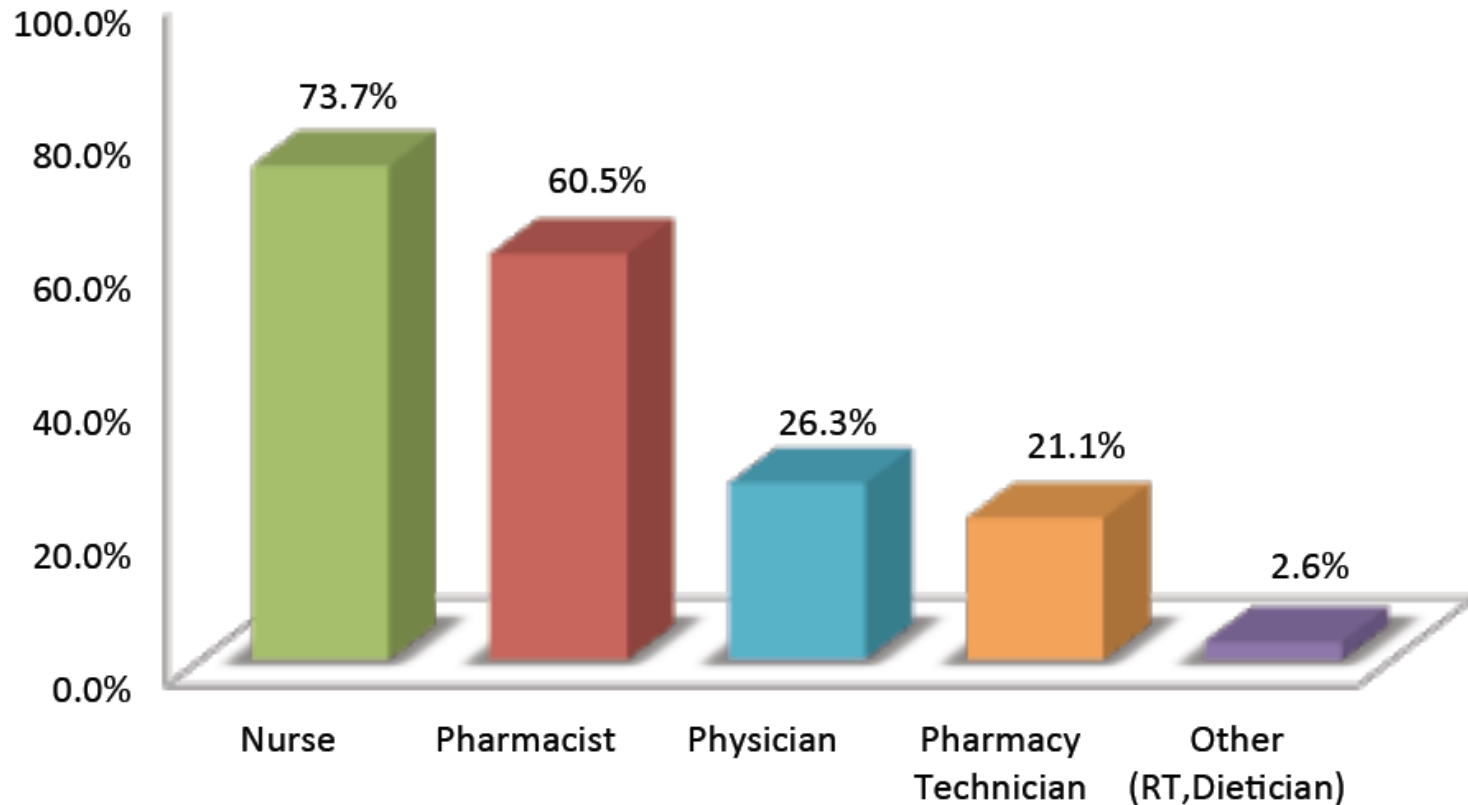
# National Survey

- To create inventory of leaders in medication reconciliation
- To identify tools and resources that contribute to success
- To identify support opportunities

# National Survey

- Telephone interviews
- Identified by SHN leaders
- 6 independent interviewers
- 40 organizations

# *Completion of BPMH by Healthcare Provider (%)*

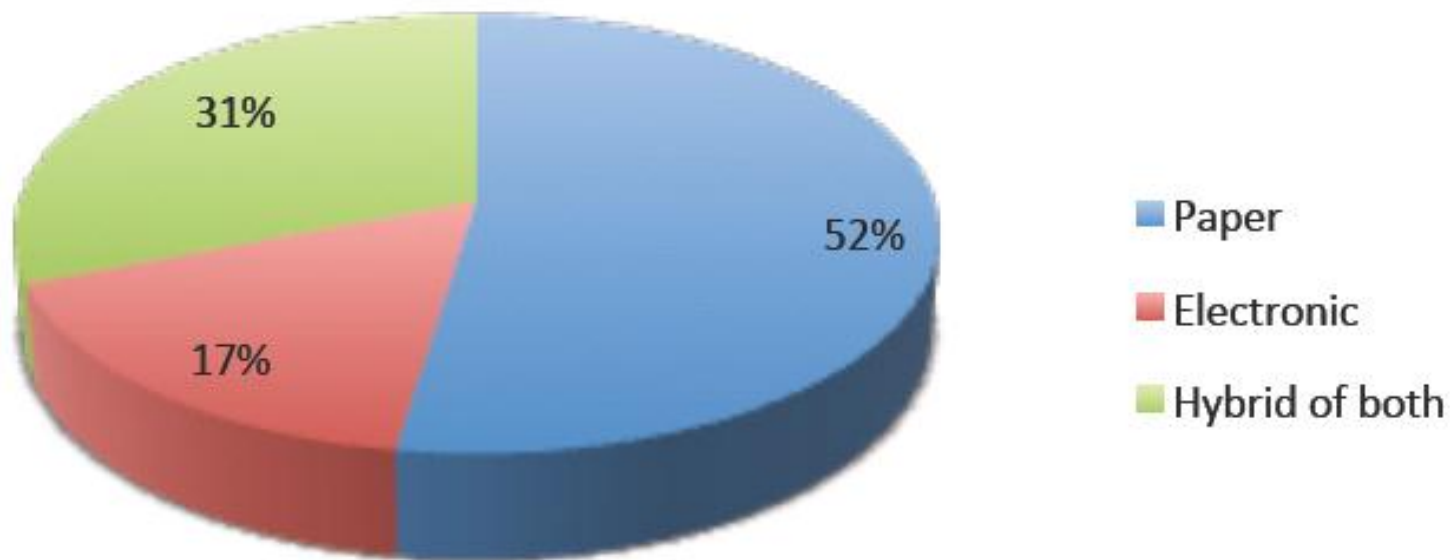


# Challenges

- Lack of IT support
- Reluctance to change
- Perceived increase in workload
- Lack of resources
- Standardization difficult across multiple sites
- Lack of evidence of value add for MedRec
- Lack of role clarity of professional groups  
professional association guidance
- Lack of provincial government commitment



# *Type of System Used for MedRec Activities*



# Success factors for MedRec

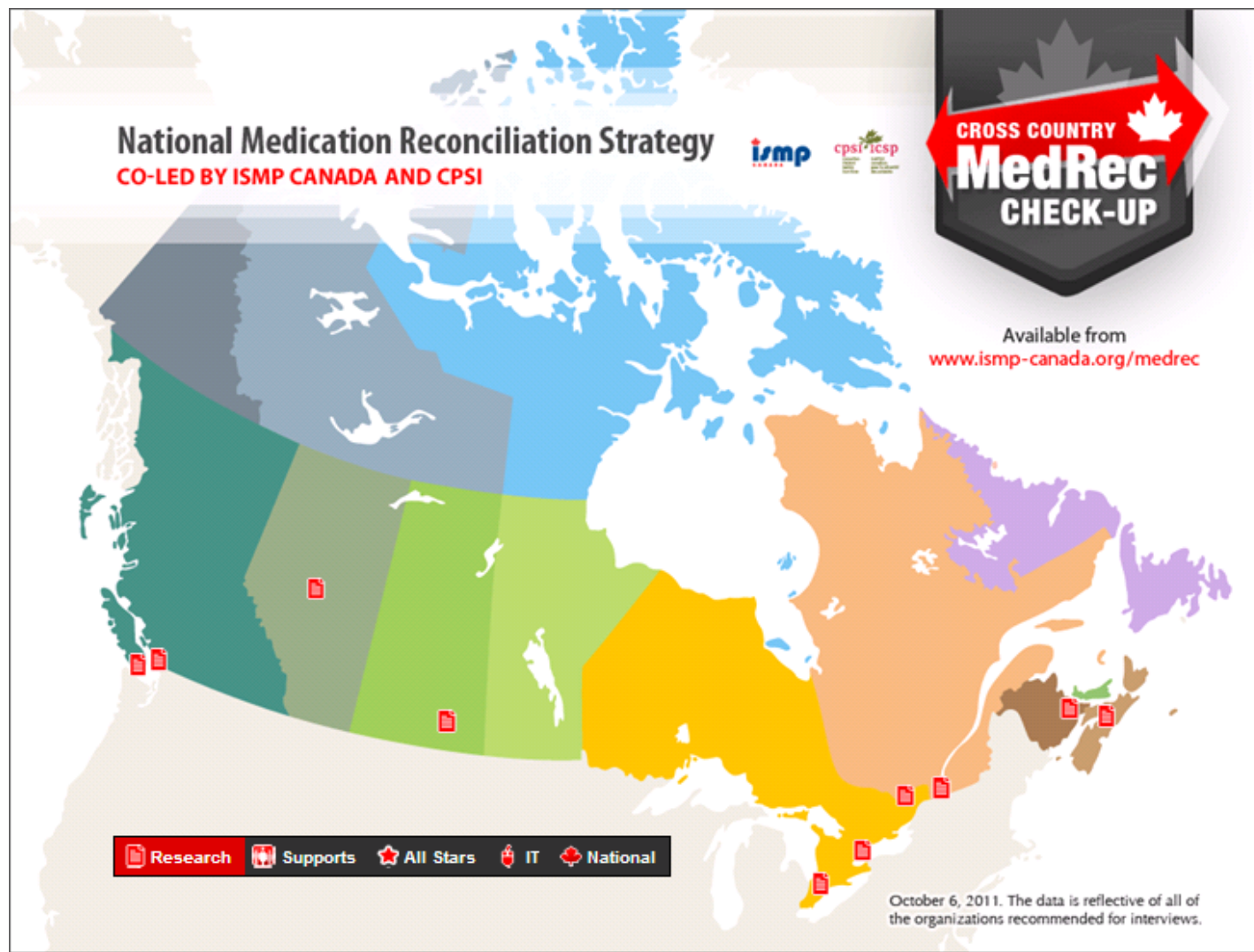
- Strong leadership Support
- Multidisciplinary buy in to the process
- Physician champions/leaders
- Strong IT support
- Clarity of roles
- Staff education targeted to different groups
- Process integration into existing workflow

# Looking for Other Practice Leaders

To acknowledge the broad diversity of healthcare systems in Canada, we now want to broaden this definition to include MedRec reliably implemented across all transitions of care for:

- An entire program or targeted patient group such as a region wide Home Care program or province wide renal program
- **or**
- > 50% of all applicable patients/clients served by your organization

# Cross Canada Check-Up



<http://www.ismp-canada.org/medrec/map/>

# Canada – A World Leader in MedRec

- **High Five's Assuring Medication Accuracy at Transitions in Care Project**
  - Canada acts as medication reconciliation lead for 5 countries
  - Standard Operating Protocol accepted by countries around the world
  - Measures and definitions based on the work of SHN



# Next Steps

- National Organizations Leadership Commitment
- Communication Strategy
- Information Technology Support
- Research