

Communicating Effectively about Medications: Medication Reconciliation

CPSI Virtual Forum 2012
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Outline

1. Progress since the Summit of 2011
2. Global Efforts
3. Future Directions





Key Areas of Focus:

- Effective Leadership
- National Partnerships to support the work
- Recent Publications on MedRec
- Technology to Support the Cause
- Consumer Engagement
- Future Directions



Effective Leadership

- 2012 additions to All Stars – consistent theme is LEADERSHIP
- Leadership at ALL levels
- Must include capacity to do the work
- It is the RIGHT thing to do



National Partnerships

- National Advisory Group
 - Help create and support a communication strategy to get the word out to practitioners across the country.
 - Consensus Statement



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 Emergency department 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 to play.

Safe patient care depends on accurate information. Patients benefit when clinicians work with patients, families, and their colleagues to collect and share current and comprehensive medication information. Medication reconciliation is a formal process to do this at care transitions, such as when patients enter the hospital, or a transfer or return home. We all have a role to play.

Accreditation Canada, Canada Health Infoway, the Canadian Medical Association, the Canadian Nurses Association, the Canadian Pharmacists Association, the Canadian Society of Hospital Pharmacists, Patients for Patient Safety Canada, the Royal College of Physicians and Surgeons of Canada, The College of Family Physicians of Canada, Canadian Patient Safety Institute and the Institute for Safe Medication Practices Canada actively support strategies to improve medication safety and call on all healthcare professionals to contribute to effective communication about medications at all transitions of care to improve the quality and safety of our Canadian healthcare system.





National Partnerships

Accreditation Canada

- Review and Revisions to MedRec ROP
- Tools and resources to support the efforts of organizations across the country in their accreditation work.



National Partnerships

- Canadian Medical Protective Association (CMPA)
 - Worked with CMPA to find from their data information on claims that relate to failures in communication about medications
- As a result of this partnership CMPA has created a new critical descriptor to more easily identify incidents directly resulting from failures in MedRec process



Technology to Support the Cause

- MedRec audit tool is being developed to support organizations who are implementing a process to audit their MedRec efforts
- Cross Country MedRec Check-Up map
- P to E initiative funded by CHI
- The Smart phone App **MyMedRec** has been launched and is now available free of charge for public use.



Data is necessary to get buy-in

Audit tool being created to assist team in the assessment of quality MedRec work

Patient Name		Medical Record Number		Date of Birth		Date of Admission		Date of Discharge		Date of Assessment		Date of Review	
Patient Name		Medical Record Number		Date of Birth		Date of Admission		Date of Discharge		Date of Assessment		Date of Review	
1	Mr. John Doe	123456789	1980-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01
2	Mr. John Doe	123456789	1980-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01
3	Mr. John Doe	123456789	1980-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01
4	Mr. John Doe	123456789	1980-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01
5	Mr. John Doe	123456789	1980-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01
6	Mr. John Doe	123456789	1980-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01
7	Mr. John Doe	123456789	1980-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01
8	Mr. John Doe	123456789	1980-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01
9	Mr. John Doe	123456789	1980-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01
10	Mr. John Doe	123456789	1980-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01	2010-01-01

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Awareness and Access to MedRec Information

Cross Country MedRec Check-Up

- Updated and revised to incorporate direct links to Canadian research papers, articles, tools and resources
- Canadian MedRec Map will be directly linked to a new World MedRec Map currently being developed. This will increase our global visibility for MedRec.



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

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Consumer Awareness and Products

iPhone, iPad, iPod Touch App



- Allows consumers to keep an up-to-date list of their medications + more on their phone
- Available on iPhone, iPad and iPod Touch only from the iTunes Store at: <https://itunes.apple.com/ca/app/my-medrec/id53437850>

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Technology is key, especially in large institutions
Paper to Electronic Tool Kit

- Being created to assist healthcare facilities move from a paper-based system to an electronic system for MedRec
- Funding supplied by Canada Health Infoway
- To be available in 2013



Awareness and Access to MedRec Information
Recent Publications



Released August 2012. Available at:

<http://www accreditation.ca/uploads/Files/Complimentary%20Article%20OC%20Aug%202012%20-%20Medication%20Management.pdf>



Awareness and Access to MedRec Information
Recent Publications



**Medication Reconciliation
in Canada: Raising The Bar**

Progress to date and the course ahead

A Joint Collaboration between
Accreditation Canada / CIHI / CPSI / ISMP, Canada



Recent MedRec Articles

Adverse Drug Events

- One comparative analysis studied the impact of various strategies for reducing potential ADE's. Pharmacist-led MedRec was the only strategy with adequate cost effectiveness data, based on one randomized trial and several non-randomized controlled trials. Pharmacist-led MedRec dominated over a strategy of no MedRec.

Ref: *The Economics of Patient Safety in Acute Care, Technical Report, Dr. E. Etchells et al., CPSI, 2012*



Awareness and Access to MedRec Information Social Media



Awareness and Access to MedRec Information Join us on facebook *Medication Reconciliation Network*



Click on to like us and join <http://www.facebook.com/MedicationReconciliation>



Awareness and Access to MedRec Information

Follow us on Twitter



CPSI – ICSP: @Patient_Safety

ISMP Canada: @SafeMedUse



Consumer Awareness and Products



Oct 27 & 28, 2012,
Toronto, ON

- Toronto Show attracts ~ 30,000 people aged 45+
- CPSI, ISMP Canada showcased MedRec work as it relates to consumers
- Goal was to increase awareness and educate the consumers of their role in MedRec



Global Update

The WHO High 5's Project is beginning to get results!

- Hospitals in Australia, France, Germany and Netherlands are implementing MedRec using Canadian measures



Future Directions

- Continue to support teams and organizations across the country
- Continue to work with faculties across Canada to ensure Medication Reconciliation is included in the curriculum of medical, nursing and pharmacy students prior to entry to practice
- Collaborate with Accreditation Canada to ensure healthcare organizations have the tools they need to successfully implement MedRec across all transitions of care.

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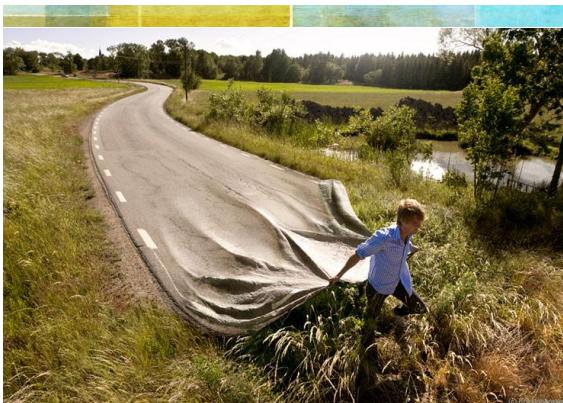


MedRec Is the Right Thing to Do



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