



Primary Care Renewal Collaborative 4.0 The Patient Centered Medical Neighborhood

Aligning Forces for Quality | Improving Health & Health Care in Communities Across Humboldt County

An initiative of the California Center for Rural Policy at Humboldt State University and the Robert Wood Johnson Foundation.



Eureka Internal Medicine, Suite D

Purpose:

- PCR 4.0 is focused on strengthening the local network of care providers to build a true patient centered medical neighborhood. Eureka Internal Medicine, Suite D and St. Joseph Hospital are working collaboratively to improve the medication reconciliation process between primary care, hospital care and the patient. Medication reconciliation is one of the most crucial parts of the transition of care process.

AIM:

- By November 2014, 100% of EIM Suite D patients seen at St. Joseph’s emergency department, M-F, 8am – 5pm, and who are admitted to the hospital, will have their medication lists reconciled (via patient report, medication list obtained from EIM, retail pharmacy, etc.) and;
- 100% of EIM patients discharged from St. Joseph Hospital will have a reconciled, updated version of their medication list received by EIM within 48 hours of discharge.

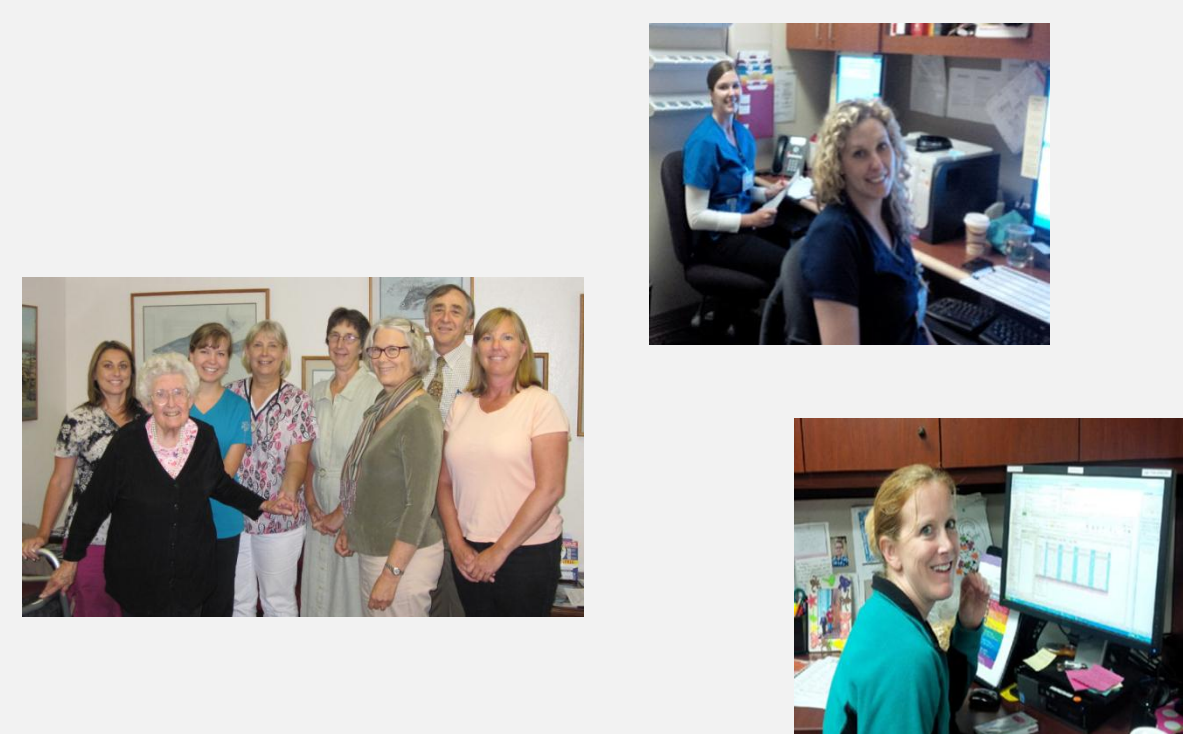
Data:

PCR 4.0 Humboldt Eureka Internal medicine and St Joseph Eureka								
Patients Reviewed	Incorrect Dose	Incorrect Dosing Form	Incorrect Directions	Non-Identifiable Medications	# Defects	# Medications SJE	# Medications EIM	# Medications Reconciled
30	48	18	71	16	101	310	344	228

- 51 EIM Patients Admitted to SJE Q1 2014
- 30 EIM Patients were reviewed by SJE Pharmacists
- Medication lists present in Meditech compared to EIM database
- Defects identified with Completed Medication Reconciliation 44%
- Disparities identified between SJE and EIM Patient Medication Records 10%
 - 310/344 = 90.1% reconciliation between EIM/SJE or 10% defects

- Having pharmacy staff work with just 15% of emergency department volume translated to a visible/palpable difference in accuracy for emergency department, Hospitalists, and Primary Care
- St. Joseph Hospital data shows that there is improved accuracy with medication reconciliation with dedicated pharmacy staff

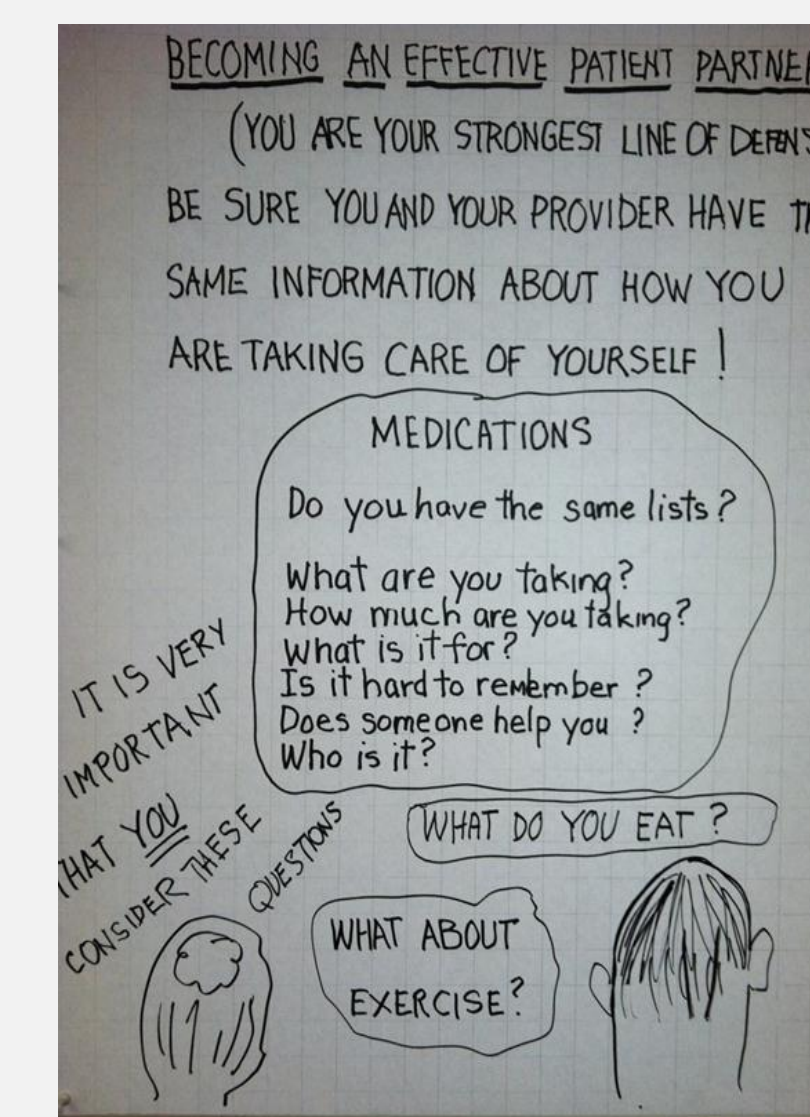
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Changes Implemented:

- St. Joseph Pharmacy now has access to EIM EMR to review medication lists
 - EMR access successfully supports medication reconciliation efforts of Pharmacy Staff
 - Success with EIM prompted Open Door to extend access as well
- EIM , Suite D work flows developed to consistently address medication reconciliation with patients
 - Flagging system to identify patients who need to bring a “brown bag” of their medications to their next appointment for review
 - All patients discharged from the hospital are asked to bring all their medications to their post-discharge appointment for review

- Poster developed by Patient Partner to educate patients about their role in keeping a current med list has been well received by patients
 - Now displayed in EIM, Suite D’s waiting room and exam rooms
 - Patients interviewed regarding the poster responded positively
 - Opportunity to mobilize the idle time of patients in the waiting room



Conclusions/ Lessons Learned:

- Medication Reconciliation is a large, complicated system with many factors outside of our workgroup’s control
- We learned how “bad” the current state of medication reconciliation is
- Few of our patients know what medication they are taking and when to take it
 - Crucial to educate/ communicate to patients that it is their responsibility to keep an accurate record of their medications
 - EIM, Suite D is helping to institutionalize for patients the importance of keeping med lists
- Helps the patient feel more in control of their health
- We need strong “ownership” of the medication reconciliation role within the hospital, at the PCP, and with the patient
- The communication pathways that have developed between EIM, Suite D and Pharmacy staff are invaluable
 - St. Joseph Pharmacy and EIM, Suite D have overcome the Silo effect!
- Keep talking – ongoing communication is how changes happen