ORGANIZATION AND TEAM

PULASKI MEMORIAL HOSPITAL
Winamac, Indiana

PROJECT DESIGN

>> Describe the background/context in your community that impacted your selection of the topic to address the challenge.
   - Baseline data showed the emergency department confirmed home medication lists only 43 percent of the time. Getting a BPMH can be very time consuming, especially after hours; however very necessary.
>> Who else participated in this project in addition to the hospital team?
   - As part of the project, we asked members from the Rural Health Clinic (RHC) and families to provide input.
>> What are the results of your topic?
   - The team decided the goal was to get the BPMH initially through access to medication information from the Rural Health Clinic and Doctor First.

RESULTS

>> How did your hospital's participation in the HEN/HIIN contribute to the outcome achieved?
   - HEN/HIIN supports patient safety through training and resources, Participation in Change Management for Leaders Collaborative Workshop through the Indiana Hospital Association HEN 2.0 training served as good training this project.
   - Our hospital monitors culture of patient safety through annual surveys.
   - We partnered with Indiana Rural Health Association and Purdue Healthcare Advisors for LEAN (RIE) training.
   - We used good hand-off tools from emergency department to the medical/surgical department.
>> What did the results/outcome teach the team?
   - To use available resources through our Rural Health Clinic and Doctor First.
   - We learned that challenges with elderly patients who don’t have an engaged caregiver exist.
   - Patients use several different pharmacies to get their medication, such as mail order, Veteran’s Administration, $4 Walmart list, samples, etc.
   - Keeping their medication list updated is difficult.
>> Lessons Learned
   - Access to Doctor First and our Rural Health Clinic electronic medical record gives us the best possible medication list.
   - We are in the process of developing a system to help patients keep track of their medications by using a designated medication bag in the RHC.

LESSONS LEARNED

>> What is the call to action for others with a similar challenge?
   - Analyze current process, get all stakeholders involved including medical staff.
>> If your intervention was implemented in all HIIN hospitals, what would you envision happening?
   - Obtaining the BPMH for every admitted patient and decrease patient harm caused by an incomplete/inaccurate home medication list.

SETTING THE STAGE

>> What happened in the hospital setting that made you want to address this topic/issue/challenge?
   - Medication reconciliation is a process used to reduce medication discrepancies across transitions of care.
   - Discrepancies place patients at risk for adverse drug events (ADE), which have been shown to be one of the most common types of adverse events after hospital discharge. Obtaining an accurate medication list from patients and families is a challenge.
>> Why did you feel it was a challenge?
   - Patients and families don’t always know what medications they are taking or what the medication is for. They use several pharmacies to obtain medications and they may not take the medication as directed on the prescription bottle.
>> Why did you make the choice to address the challenge?
   - To make it easier to complete a medication list so the admitting physician can complete medication reconciliation more accurately and timely.

ADDRESSING THE CHALLENGE

>> What evidence based intervention (or interventions) was/were selected to address the challenge?
   - The team used a LEAN Rapid Improvement Event (RIE) to break down the process and identify solutions.

HIINPROVEMENT

>> What commitment would you ask each hospital to make to reduce harm in Medication Reconciliation?
   - Work together with all stakeholders (nursing, pharmacy, primary care provider, patient, family and other health care organizations) utilize technology to gain access to resources.
>> "Will you/your hospital join me in obtaining the patient’s Best Possible Medication History?"