

Background & Need Addressed

- At the Center for Family Medicine at the Lakewood Family Health Center, medication review forms are given to patients during check in prior to office visits
- It was noted that many patients do not complete the medication review forms
- Incomplete medication review forms may lead to medications being sent to the wrong pharmacy or medication list reconciliations not being completed

Aim Statement

To increase patient completion of medication list from 66% to 90% by April 15th, 2019

Methods

Intervention 1: Script for front desk staff (PSS) to instruct patient on how to complete form and its importance to their visit (figure 1). Script agreed upon by the team at our team meeting.

”Please circle yes or no if you are taking these medications. Check in this column if you need any of your medications refilled. At the end of this list, please choose your pharmacy for any prescriptions sent. We do this at every visit and will help the process go more smoothly when your nurse gets you read to see your doctor”

Intervention 2: Infographic posted in lobby explaining the importance of medication reconciliation.

Week of Collection	Percentage Completed
3/4/19	66%
3/18/19	86.4%
3/25/19	86.1%
4/1/19	92.4%
4/8/19	93.2%

Figure 1: Data collection

Results

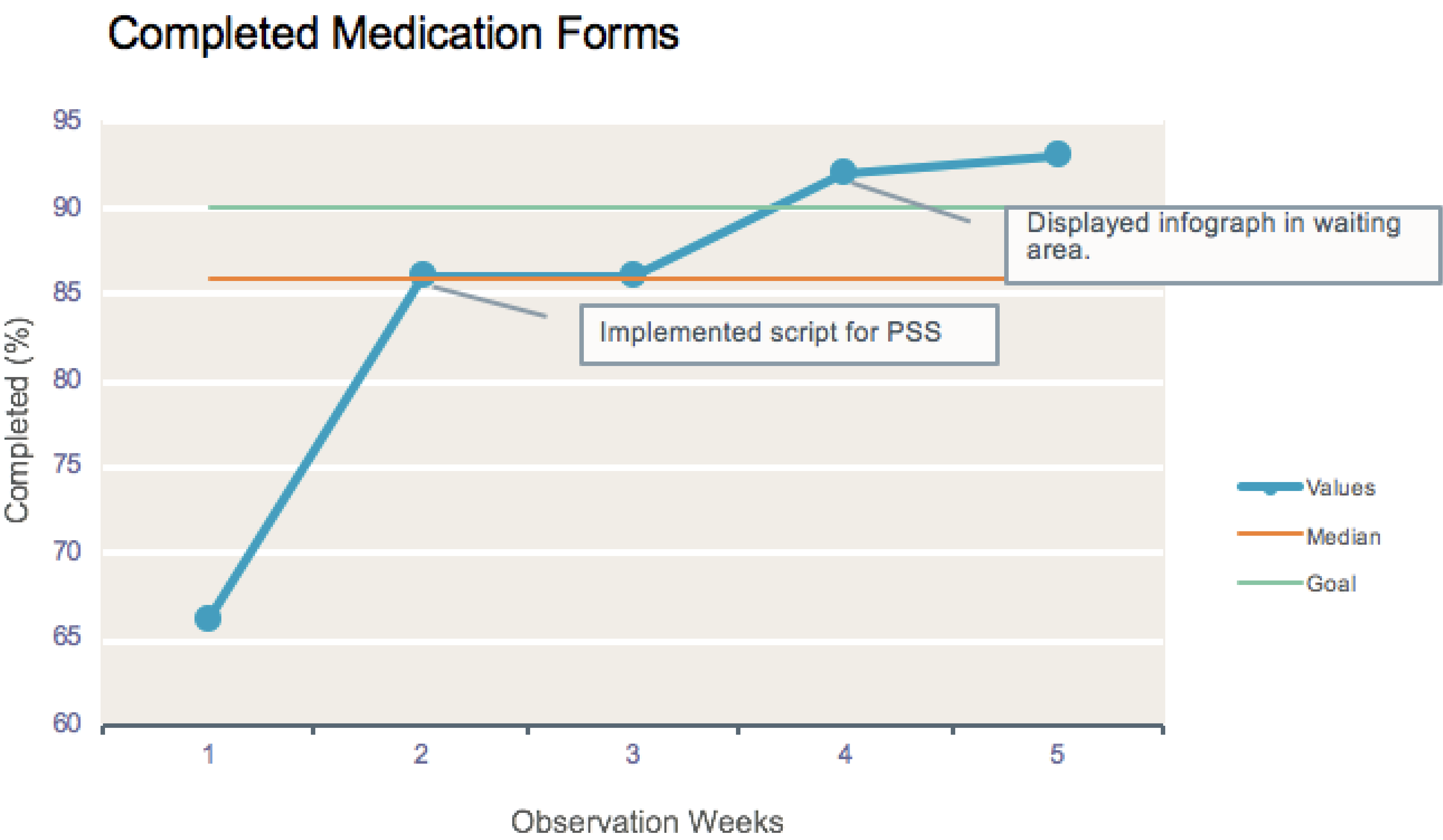


Figure 2: Run chart of data collection

Interventions

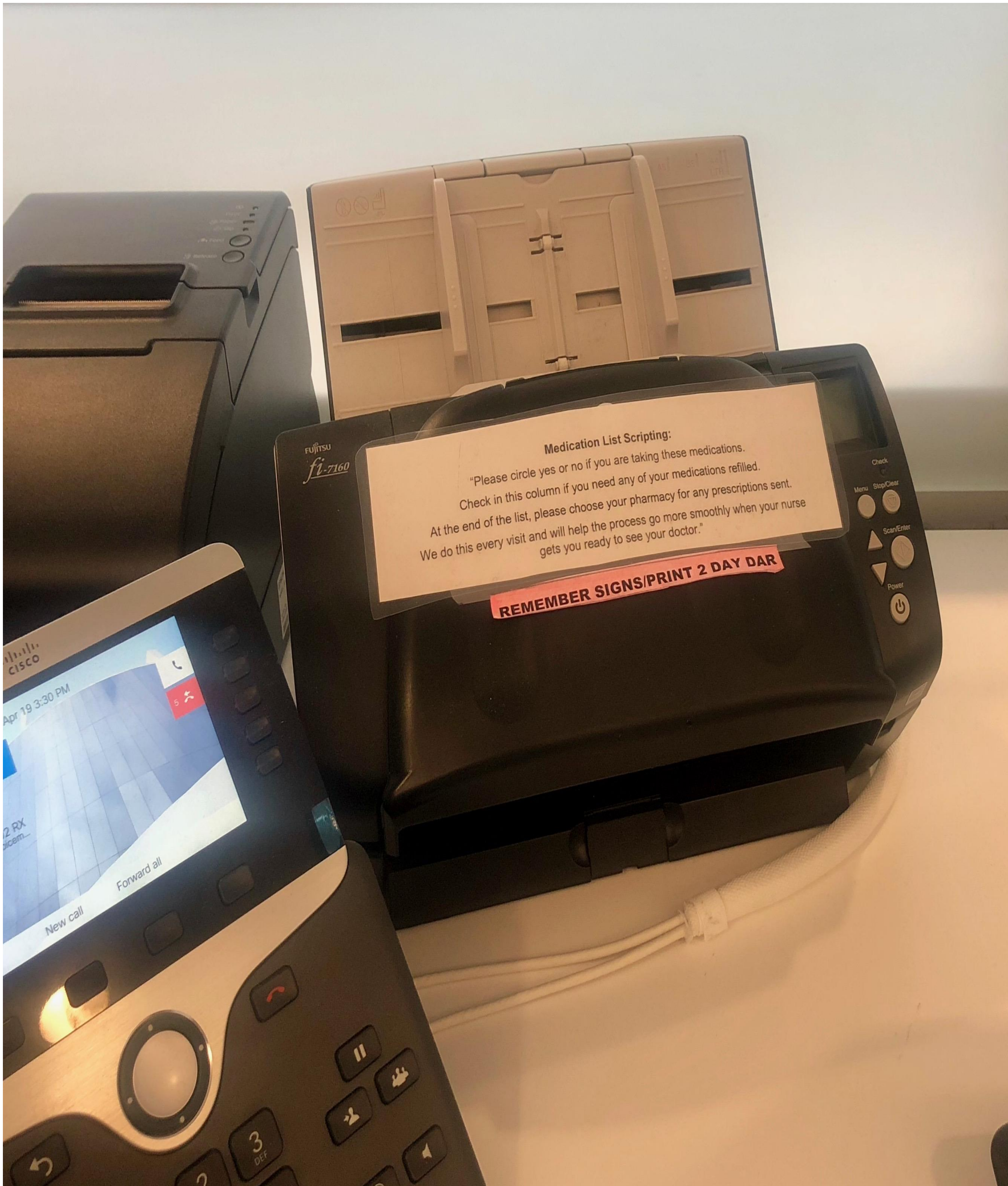


Figure 3: First Intervention



Figure 4: Second Intervention



Figure 5: PSS has completed script and is handing mock patient the medication reconciliation form for completion

Conclusion, Barriers, Next Steps

- Conclusions**
 - Both interventions resulted in improved medication reconciliation sheet completion
 - We met our goal of 90% completion and sustained it for 2 weeks
- Barriers**
 - Full collection of medication review sheets by all staff
- Next Steps**
 - Increase completion rate to 97%
 - Consider patients that check in via appointment kiosks

References

- Bates DW, Spell N, Cullen DJ, et al. The Costs of Adverse Drug Events in Hospitalized Patients. *JAMA*.1997;277(4):307–311.
- Wagner MM, Hogan WR. The accuracy of medication data in an outpatient electronic medical record. *J Am Med Inform Assoc*. 1996;3(3):234–244
- Barnsteiner, Jane H. Medication Reconciliation. *AJN The American Journal of Nursing*. 2005;105(3):31-36