



North York General Hospital



Travelling the Medication Reconciliation Highway

CAPHC Patient Safety Collaborative –
Paediatric Patient Safety Workshop
Advances in Paediatric Patient Safety in Canada
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Senior Leadership Commitment

- Project Structure
 - Corporate project aligned with organizational strategy
 - Focus on admissions to Child & Teen Unit (CAPHC)
- Stakeholders
 - Child & Teen Healthcare Team
 - Children and their families
- Project Charter Endorsement
 - Executive Sponsors (Vice President and Chief Nursing Executive)
 - Project Leadership and Management
 - Program Leadership (Clinical Chief & Program Directors)

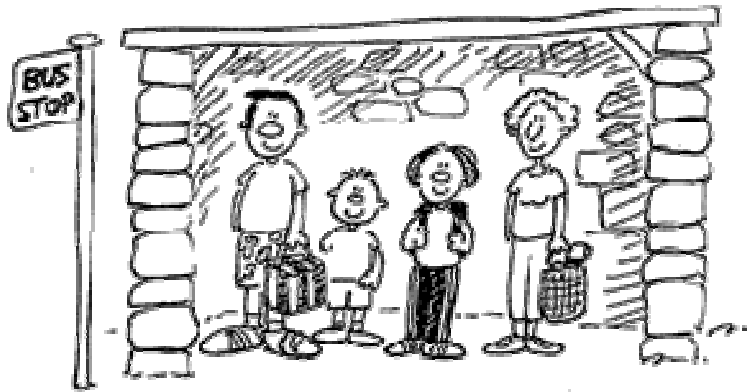




Implementation Team

Project Leadership

- Executive Sponsor
- Project Lead (Corporate)
- Project Lead (Program)
- Project Management



Core Team

- Child & Teen Pharmacist
- Unit Administrator
- Unit Coordinator
- Clinical Nurse Educator
- Nurses
- Hospitalists
- Program Leadership



Capacity Plan for Implementation & Sustainability

- Tool Kit
 - Project Charter
 - Objectives; Scope; Project Type; Strategic Theme;
 - Performance indicators/ measures
 - Team Members; Roles and Responsibilities
 - Sign Off: Executive, Project, & Program
 - BPMH
 - Current and Future State Interdisciplinary Process Maps
 - Lessons Inventory Corporate
- Communication Strategy
 - Leadership Forums; Program Council;
 - Steering Committee



Front-Line Staff Involvement

- Champions:
 - Nurses (2); Pharmacist;
 - Paediatric Hospitalist
- Celebration of Success
 - Presentations at Council meetings
 - Competitions among hospitalists
 - Team celebrations
 - Poster presentations – external and internal
 - Award recognition – internal – Hospital Quality Fair





Resource Considerations

- Core team member commitment was evidenced by consistent participation at weekly meetings through –
 - Program and Pharmacy Leadership Commitment (support, encourage, pull back, guide decision making)
 - Established structure within point of care staff work day (unit coordinator; CNE)
 - Dedicated QURM resource to project manage and provide data analysis

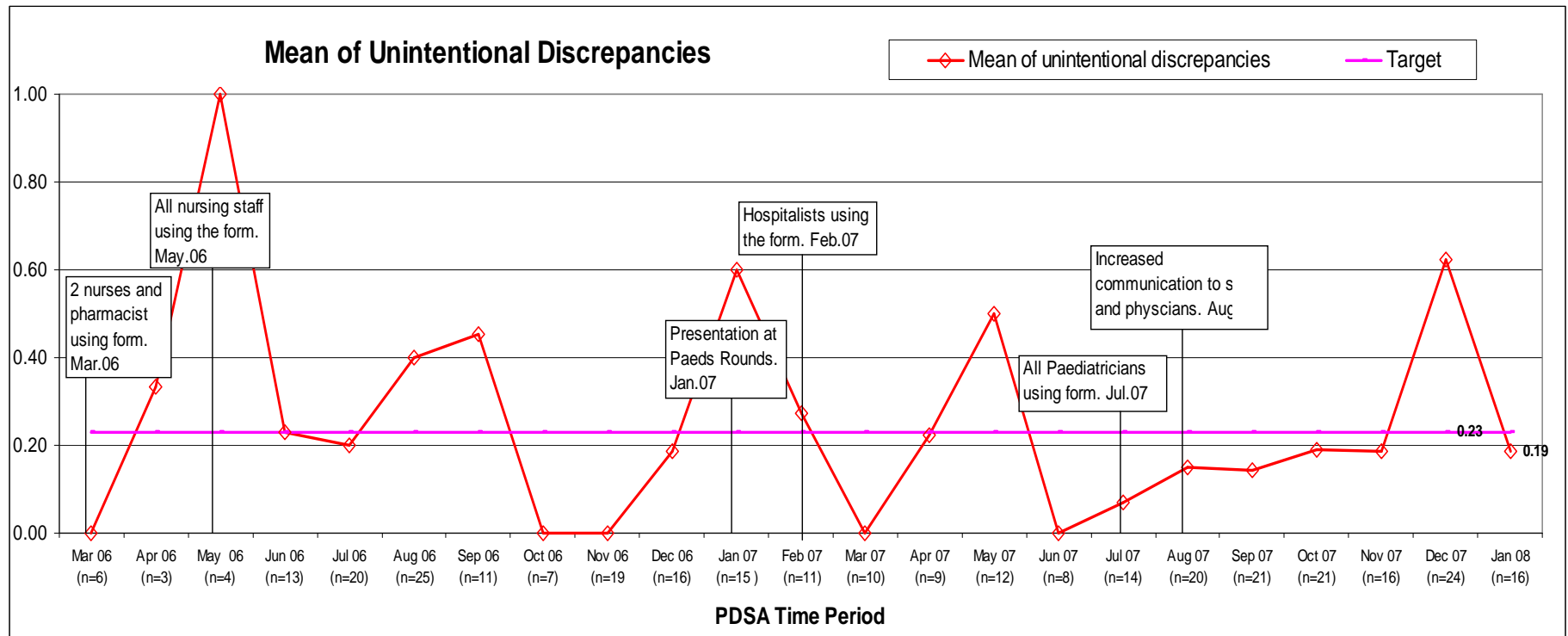


Process, Challenges, Tools

- Process flow charting by Project Manager and Team
- 12 PDSAs over 2 years
 - Audits by UC and Pharmacist
 - BPMH form – revisions
- Data documentation and analysis
 - Process measures – BPMH success index
 - Outcome measures - discrepancies
- Action plan

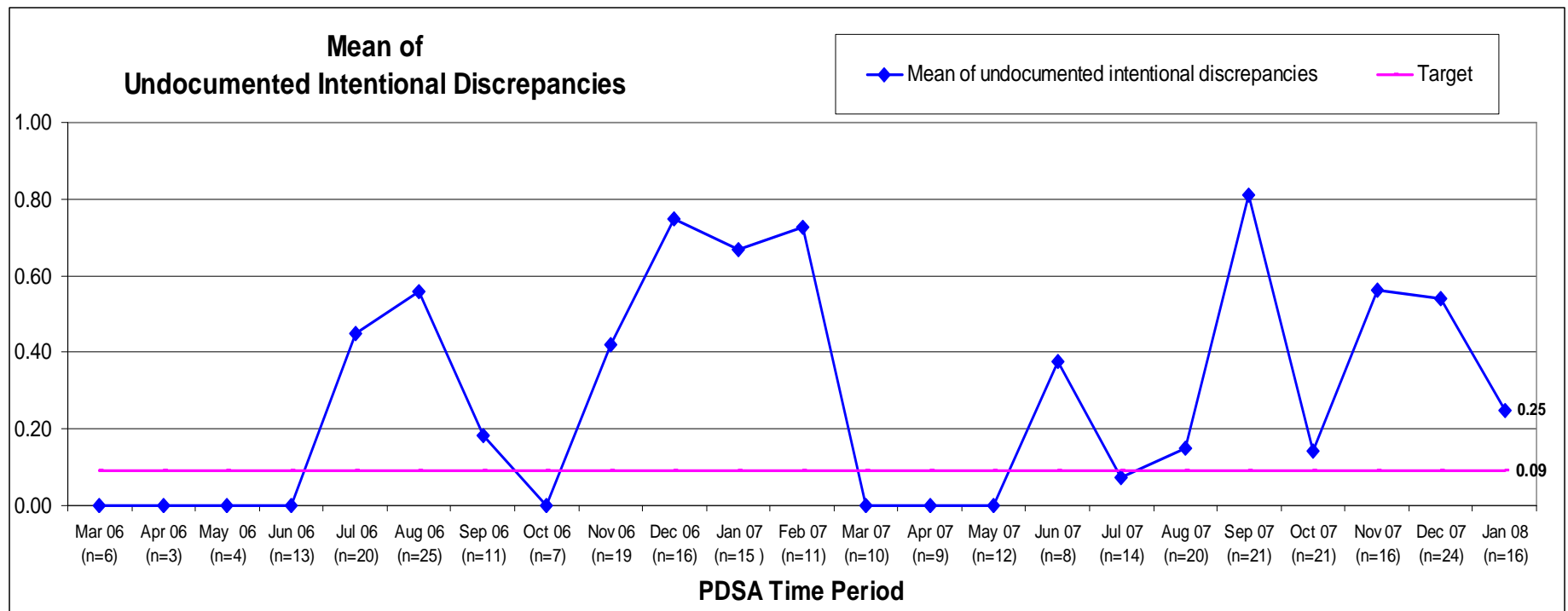


Unintentional Discrepancies



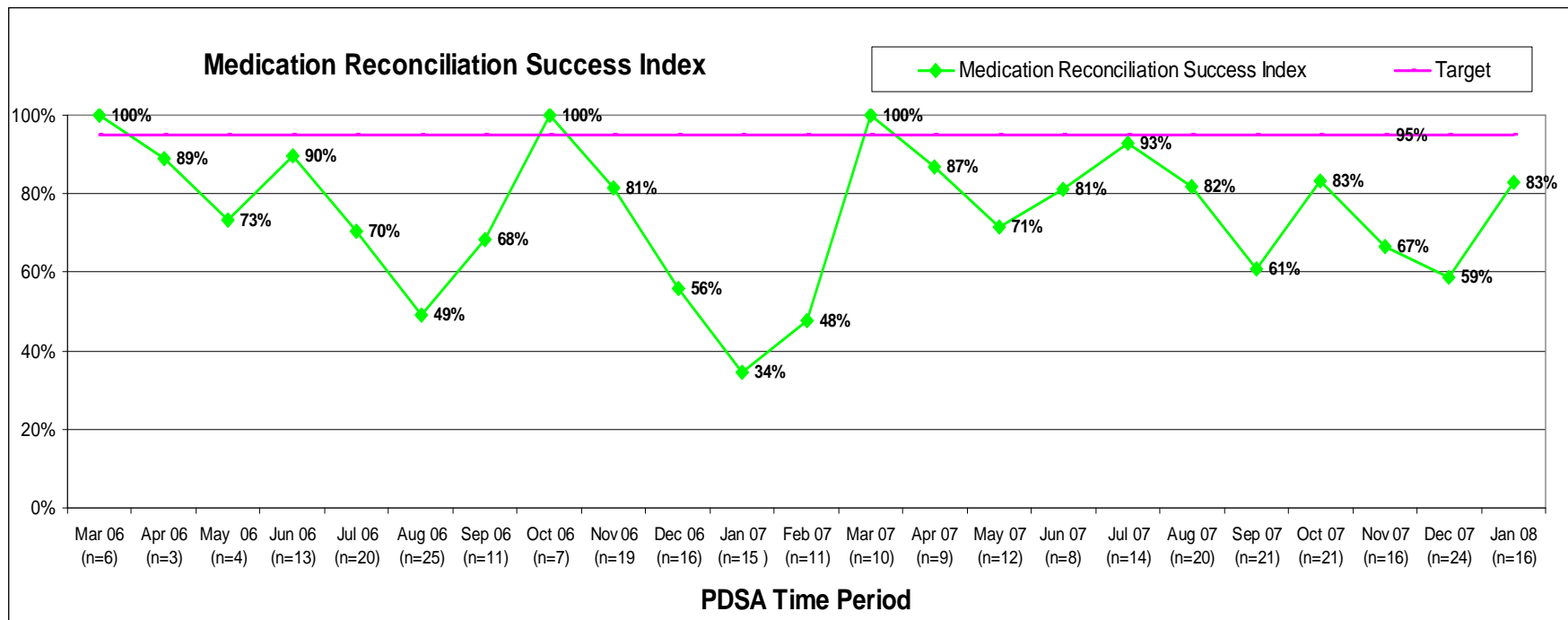


Undocumented Intentional Discrepancies





Medication Reconciliation Success Index





Process, Challenges, Tools

Then...

- Transition process
- Expand into other programs





Sustaining Spread

- Aligning varying processes by different patient care areas and specialities
- Physician engagement and role with BPMH documentation
- Integrating technologies and manual processes



Vision

- Overall Project Vision
 - Electronic Medication Reconciliation with Computerized Provider Order Entry in every patient care area at each transition point in care, including the ‘depart process’



Questions?

