

# Medication Reconciliation – Benchmarks & Quality

Medication Reconciliation Benchmark Questions

Posted 9/5/2007

Our hospital has organized a six sigma team to improve the process of admission medication reconciliation. We are attempting to contact other organizations to learn how they have addressed the problem, what worked and what did not. If you or a colleague from your site is willing to share your ideas please contact me.

Thomas Swanson

Pharmacy Medication Safety Manager

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Hi Tom,

We are a 25 bed critical access hospital and have been doing the recon form for about 2 years now. We have the pharmacists try to get them done in the first 24 hours of admit and we go to surgery and obtain those as well. We have not been focusing on OB or out patient yet. We have had huge success in obtaining the history portion of the process, but are struggling with the discharge part. Our surgeons refused to sign the form as they do not want to be responsible for “home meds” and we only have a few physicians who sign the form. We contacted our attorney and they decided the doc is responsible for the whole chart and medication process, whether they sign the form or not, but this doesn't address how to show JCHAO they have reconciled the medications.

After discharge the nurse makes a copy of changes and forwards it to the pharmacy and then we send a copy to the primary physician for their clinic records. This works most of the time but sometimes the doc's send them back to us!

Thank you,

Karen Burk RPh

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Medication Reconciliation Quality & Compliance Tracking

Posted 5/24/2006

Dear Talkers,

Please share the following, if you have trialed them at your institution:

Has anyone started tracking for the compliance of admission/ transfer/ discharge medication reconciliation in your hospital? Have you studied the quality of your medication reconciliation process? Has the quality impacted your patient care in terms of cost savings per each ADE?

If you have, what tracking systems do you use to show compliance and quality of your reconciliation? Would you mind sharing them?

I found this website from IHI [www.ihl.org/IHI/Topics/PatientSafety/MedicationSystems/Tools/Reconciliation+Tracking+Tool.htm](http://www.ihl.org/IHI/Topics/PatientSafety/MedicationSystems/Tools/Reconciliation+Tracking+Tool.htm) and was wondering if anyone had used it. The tool appears to be promising but it seems to require a lot of review hours.

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We just started our audit on Med Rec completeness and Quality this week. We have a pharmacy student randomly selecting 5 admissions per day and following the patient through the course of their stay, performing audits at transfer and discharge. A simple form was developed to determine if the admission medication orders are complete, signed by MD, whether or not the transfer form was printed at point of transfer, accuracy of recon, signed by MD, same at discharge.

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For us, this remains a work in progress. When we began, we simply monitored if medication reconciliation I for inpatients, outpatients, at transfer, and discharge. Now that we're confident that it is happening virtually all the time, we're looking at the quality of the process. Basically we took from our med rec form, which is an order form, and compared it to the patient's profile and to the MAR.

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Quality department monitors Med Rec in ED, SDS, ICU and Non ICU

ICU N= 10 16  
Non ICU N= 14 11  
MAY JUN  
Admission 100% 100%  
Transfer 80% 100%  
Discharge 89% 100%  
% Pts All Correct 79.2% 100%  
Total N= 24 27

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