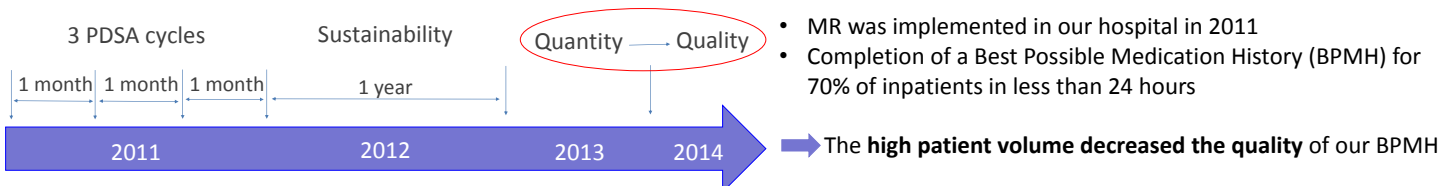


A targeted strategy and training program to improve the medication reconciliation process

WHAT WAS DONE ?

- We developed a **strategy** and an **organizational** thinking to remove human and technology barriers in performing medication reconciliation (MR)
- We design a **program** to improve the overall **quality** of MR and increased the added value of MR for clinicians, nurses and pharmacists

WHY WAS IT DONE ?



HOW WAS IT DONE ?

Semi-structured interviews :

“Customers approach”: physicians (anesthesiologists, surgeons) and nurses
 → Prefer a **qualitative** approach to a **quantitative** approach

“Customers approach”: Pharmacists and pharmacy students
 → Training of clinical pharmacist

WHAT HAS BEEN ACHIEVED ?

Outcomes of the “Customers approach” :
 Surgeons, anesthesiologists, nurses

BEFORE	AFTER
Quantitative metrics : - % of BPMH completed during the first 24h after admission - % of BPMH completed during the 72h after admission	Quality parameters : - Target “high risk” inpatients - Establish criteria of prioritization - Identify relevant sources of information to complete BPMH

- Analysis of the dysfunctions :
 - to determine their causes
 - to purpose sustainable solutions
- “High risk” in patients (HIV, epilepsy, diabetes ...)
- Criteria of prioritization (> 65 years, > 3 medications, > 2 chronic pathologies ...)
- Relevant sources to establish BPMH (Medical record, patient, general practitioner ...)



Outcomes of the “Customers approach” :
 pharmacists, students

BEFORE	AFTER
Presentation with our experience	Training pathway including : 1/ <u>E learning module 1</u> : (20 min) Response to the questions students: “why?” performing BPMH 2/ <u>E learning module 2</u> : (25 min) “how?” performing BPMH 3/ <u>Videos</u> about relevance and impact of BPMH to prevent medication error (15 min) (Ermess : www.youtube.com/watch?v=vYECxe0S_XY) 4/ <u>Short videos</u> about communication showing what can be poor or good communication (7 min) 5/ <u>Practical exercises</u> to perform for learners about Real life examples of BPMH
	- Best management of BPMH activity - Professional guidance of the student, from the preparation of the interview up to final BPMH with the pharmacist

IMPROVEMENT

- Evaluation of the **efficacy** of the training program
 - Comparing the **concordance of BPMHs** : student and pharmacist
 - Evaluation of the learners’ satisfaction with a **survey**
- Certification**

