

# DRUG SAFETY TOOLKIT FOR HOSPITALS

## FOCUS: MEDICATION RECONCILIATION

Miscommunication of critical information during admission and care transitions has a high potential for placing patients at risk for medication errors and potential harm.\* This toolkit is designed to help your organization address factors that contribute to the difficulty of medication management, such as lack of patient knowledge and multiple care providers and/or pharmacies for the same patient. Materials provided here can help prevent adverse events by improving medication reconciliation processes, including efforts to ensure an accurate medication list for each patient.

**MEDICATION RECONCILIATION** - the process of creating the most accurate list possible of all medications a patient is taking and comparing that list against the physician's admission, transfer, and/or discharge orders. Identifies and resolves any discrepancies, with the end result of improving patient safety.

The toolkit focuses on education and increased patient involvement to promote ongoing medication reconciliation in a patient-centered process. Implementing this process will allow providers and patients to work as a team to help:

- Reduce the risk of adverse drug events
- Improve patient-provider communication
- Promote ongoing patient involvement
- Identify and prevent potential problems

\*Georgia K, Kinney K, Pace A, et al. Ensuring medication reconciliation. *Patient Safety & Quality Healthcare*. November/December 2007; Available at: [www.psqh.com/novdec07/medication.html](http://www.psqh.com/novdec07/medication.html). Accessed December 30, 2010.

## CHECKPOINTS FOR MEDICATION RECONCILIATION

Each time a patient moves from one setting to another offers a key opportunity to improve patient safety through medication reconciliation.

Common medication reconciliation checkpoints include:



### ADMISSION

Check to ensure that all medication orders are complete and accurate.



### TRANSFER (Includes intra-facility transfers as well as transfers from other care settings.)

Compare medication lists, current orders and transfer orders.



### DISCHARGE

Compare current orders with the discharge orders and home medication list. Educate the patient, caregiver, and/or the next provider.

### STEPS FOR EACH CHECKPOINT:

1. Review medication history/previous medication orders against new orders and plans of care.
2. Identify and reconcile any differences.
3. Engage the patient by soliciting input and providing clarification and education.

## STEPS OF MEDICATION RECONCILIATION

The resources on the next page can help your facility address the three steps of medication reconciliation: verification, clarification, and reconciliation.

### 1. Verification

Data collection and patient involvement

### 2. Clarification

Clinical guidelines and recommendations

### 3. Reconciliation

Communication and education

Be sure to keep in mind that medication reconciliation is an ongoing process; verification, clarification, and reconciliation should all be performed routinely.

## Medication Reconciliation - General Resources

- **IHI 5 Million Lives Campaign Prevent Adverse Drug Events How-To Guide (free login required)** <http://tiny.cc/ADE>  
Foundational toolkit includes tips and tricks, FAQs, and fact sheet for patient education.
- **MATCH Medication Reconciliation Toolkit** <http://tiny.cc/nmhmed>  
Developed by Northwestern Memorial Hospital; outlines each step in the reconciliation process.
- **Making Inpatient Medication Reconciliation Patient Centered, Clinically Relevant & Implementable** <http://tiny.cc/JHMmed>  
Highlights key steps to address in designing an inpatient medication reconciliation process.
- **Massachusetts Coalition for Prevention of Medical Errors Medication Reconciliation Resources** <http://tiny.cc/MACtools>  
Includes sample forms and policies, as well as tools for staff and patient education.
- **The Joint Commission National Patient Safety Goals** <http://tiny.cc/TJCmr>  
Overview includes information about NPSG.03.06.01 (Medication Reconciliation).

### 1. Verification - Data collection

FOR PATIENTS	FOR PROVIDERS
<p><b>TRACKING/TAKING MEDICATIONS</b></p> <ul style="list-style-type: none"> <li>▪ <b>My Medication Profile</b> <a href="http://tiny.cc/mymeds">http://tiny.cc/mymeds</a> Tri-fold brochure with chart for managing prescription and over-the-counter medications.</li> <li>▪ <b>How to Create a Pill Card</b> <a href="http://tiny.cc/pillcard">http://tiny.cc/pillcard</a> Step-by-step instructions; includes template, clip art pictures, and sample information.</li> <li>▪ <b>How to Read Drug Labels</b> <a href="http://tiny.cc/rxlabel">http://tiny.cc/rxlabel</a> 2-page guide includes easy-to-read diagram of a prescription drug label, with an explanation of each section.</li> </ul>	<p><b>MEDICATION HISTORY</b></p> <ul style="list-style-type: none"> <li>▪ <b>Tips for Taking a Medication History</b> <a href="http://tiny.cc/medhist">http://tiny.cc/medhist</a> Strategies and sample questions for obtaining a complete and accurate home medication list.</li> <li>▪ <b>Drugs.com Pill Identifier</b> <a href="http://tiny.cc/pillid">http://tiny.cc/pillid</a></li> </ul> <p><b>INFORMATION TECHNOLOGY</b></p> <ul style="list-style-type: none"> <li>▪ <b>EHR Incentive Programs</b> <a href="http://tiny.cc/cmserx">http://tiny.cc/cmserx</a> Official CMS website for Medicare and Medicaid EHR incentive programs.</li> <li>▪ <b>HIMSS Meaningful Use OneSource</b> <a href="http://tiny.cc/HIMSSmu">http://tiny.cc/HIMSSmu</a> Repository of information on meaningful use.</li> <li>▪ <b>ISMP Guidelines for Standard Order Sets</b> <a href="http://tiny.cc/ISMPsos">http://tiny.cc/ISMPsos</a></li> </ul>

### 2. Clarification - Clinical guidelines and recommendations

BEERS CRITERIA	OTHER REFERENCE RESOURCES
<ul style="list-style-type: none"> <li>▪ <b>Drugs to Avoid with Elderly Patients</b> <a href="http://tiny.cc/sravoid">http://tiny.cc/sravoid</a></li> <li>▪ <b>Prescribing Principles for the Elderly</b> <a href="http://tiny.cc/script-elder">http://tiny.cc/script-elder</a></li> <li>▪ <b>Beers Criteria Medication List</b> <a href="http://tiny.cc/beerslist">http://tiny.cc/beerslist</a> Full index with links to detailed reference information.</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>List of High-Alert Medications</b> <a href="http://tiny.cc/alertmed">http://tiny.cc/alertmed</a></li> <li>▪ <b>List of Confused Drug Names</b> <a href="http://tiny.cc/drugname">http://tiny.cc/drugname</a></li> <li>▪ <b>FDA MedWatch</b> <a href="http://tiny.cc/medwatch">http://tiny.cc/medwatch</a> Drug safety recalls, alerts, and safety information by year; sign up for email or text alerts.</li> </ul>

### 3. Reconciliation - Communication and education

FOR PATIENTS	FOR PROVIDERS
<p><b>FACT SHEETS</b></p> <ul style="list-style-type: none"> <li>▪ <b>Medicines: Using Them Safely</b> <a href="http://tiny.cc/safemeds">http://tiny.cc/safemeds</a> Includes information about ordering online, generic options, and over-the-counter medications.</li> <li>▪ <b>Help Avoid Mistakes with Your Medicines</b> <a href="http://tiny.cc/nomistake">http://tiny.cc/nomistake</a> Includes key considerations for medication safety, and important questions for patients to ask the doctor or pharmacist.</li> <li>▪ <b>Senior Drug Safety Flyer</b> <a href="http://tiny.cc/medtips">http://tiny.cc/medtips</a> Key tips for medication management.</li> <li>▪ <b>Senior Questions Flyer</b> <a href="http://tiny.cc/qflyer">http://tiny.cc/qflyer</a> Encourages patients to take an active role in the care process.</li> </ul>	<p><b>LITERACY</b></p> <ul style="list-style-type: none"> <li>▪ <b>U.S. Pharmacopeia Pictograms</b> <a href="http://tiny.cc/USPpix">http://tiny.cc/USPpix</a> Graphic images to help convey medication instructions, precautions, and/or warnings.</li> <li>▪ <b>Focus on Health Literacy</b> <a href="http://tiny.cc/healthlit">http://tiny.cc/healthlit</a> Tips for improving communication with your patients.</li> </ul> <p><b>FACT SHEETS</b></p> <ul style="list-style-type: none"> <li>▪ <b>Medication Reconciliation: Techniques for Preparing a Great Home Medication List</b> <a href="http://tiny.cc/medlist">http://tiny.cc/medlist</a> Tips for preparing a home medication list.</li> <li>▪ <b>FDA Medication Guides</b> <a href="http://tiny.cc/fdamed">http://tiny.cc/fdamed</a> Index of links to patient handouts with information to help consumers prevent adverse events.</li> </ul>