

Medication reconciliation keeps patients safe

FEATURED TEAM: Infectious Disease/Oncology UBT

WHAT THEY DID:

To reduce duplicate medications listed in patient records, members of this team at the Cumberland Medical Office Building in Atlanta started by manually cleaning up patient charts. Then they instituted a new process for checking medications:

- » Licensed practical nurses and medical assistants ask patients to bring their medications to office visits.
- » The MAs and LPNs review patient medications and note on the member’s chart which ones the patient is or is not taking.
- » Providers confirm medications with the member and remove the duplicate oncology medication from the patient’s record.
- » An MA prints out the patient’s medications and gives the list to the nurse practitioner who, in collaboration with the clinical pharmacist, reviews it and removes expired medications.

RESULTS:

Percent of duplicate medications per office visit

