

# Improving Medication Safety through a collaborative 'Medication Safety Models of Care Working Group'

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## Background

- Up to 12% of all medical admissions, and 20-30% of admissions ≥65yrs are related to medications<sup>1</sup>
- Prescribing meds is high risk - 67% of med histories contain at least one error
- To address medication related safety, a Medication Safety Models of Care Working Group was established in January 2018 by the Director of Allied Health with membership including Directors of Pharmacy and Service Managers.

<sup>1</sup>Australian Commission on Safety & Quality in Health Care. Literature Review: Medication Safety in Australia. Sydney, 2013.

## Aims:

- To test which ED workforce model has the greatest impact on medication safety through early patient identification

## Interventions

- Three hospitals are trialling 3 different models of care in the Emergency Department (ED) to support timely medication reconciliation on admission.
1. Pharmacist staffing enhancement to provide a consistent 7 day ED service
  2. Addition of a Pharmacy Technician to provide support in ED
  3. Pharmacist staffing enhancement to establish a 5 day ED service.

## Opportunities & issues identified:

- Finite clinical pharmacy resources
- No clear clinical prioritisation processes
- A focus on discharge medication reconciliation
- Opportunity to enhance and develop the pharmacy technician workforce to support medication reconciliation in ED

## Outcomes

- Introduction of patient prioritisation system for clinical pharmacy
- 'Entrustable Activities' framework created for the Technical workforce
- Establishment of a documentation standards committee to enhance patient safety and visibility of Pharmacist clinical activity

Number of episodes with coded clinical pharmacy documentation

