

PREVENTION OF ADVERSE DRUG EVENTS

Where we've been...

Preventing Adverse Drug Events Through Reconciling Medications The Joint Commission adopted medication reconciliation as a National Patient Safety Goal in 2006 as one way to prevent adverse drug events (ADE). The medication reconciliation process verifies the patient's medications at every point of transition across the hospitalization, from admission to discharge, in order to prevent the patient from getting the wrong medications or dose, and to decrease the chance of a medication being omitted. Several BH-wide interventions have been put in place to facilitate the process, including utilizing our electronic medical record (EMR) to help reduce adverse drug events in real time. We have become more proficient in managing our EMR, selecting key alerts and rules (such as drug-drug checking, dose range checking, and duplicate ordering function) to activate for specific medication classes, usually those with the most serious potential medication-related events, to decrease ADEs without causing increased end-user alert fatigue or desensitization.

Where we are now...

BAYSTATE MEDICAL CENTER BMC is using Clinical Information System (CIS) technology to ensure patients are getting the right medications at all points of care. We have achieved 100% use in computerized physician order entry (CPOE), with increased use of the CIS medication reconciliation process and the medication profile. Our prescribing process through the EMR with rules and alerts enables clinical pharmacists to intervene in real-time to prevent ADEs.

BAYSTATE MARY LANE HOSPITAL After determining the feasibility of using CIS technology to assist in ensuring patients are getting the right medication at all points of care, BMLH adopted the CIS process and has seen promising results with the sustained use of the CIS medication reconciliation process and the medication profile. BMLH also improved medication verification after-hours with BMC Pharmacy to ensure medication safety, and has provided educational seminars, "Drug Lugs," and "Files of Life" to our community members.

BAYSTATE FRANKLIN MEDICAL CENTER BFMC continues to use CIS technology to ensure that patients are getting the right medication at all points of care, with sustained use of CPOE (>99%) and increased use of the CIS medication reconciliation process and the medication profile. Education about the importance of an accurate medication list is done at time of inpatient discharge when the patient is given the reconciled list of medications. Outpatient departments, including the Emergency Department, are using a standardized form for obtaining and verifying a list of the patient's home medications, and giving the patient an updated list when they are discharged. BFMC also improved medication verification after-hours with the BMC Pharmacy to ensure medication safety.

Where we are going...

Future efforts will include continued emphasis on modifying our electronic tools (CIS, electronic prescription writing, and real-time reporting), educating staff, patients and family, and ensuring all medication-related information is in the EMR, regardless of BH location or facility, for quick and easy access to improve our ability to ensure safe and effective medication management across the continuum.