



Mental Health and Patient Safety: The Beginning of Our Journey

Medication Safety Panel Discussion

OHA Conference in partnership with CPSI
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Sylvia Hyland
Institute for Safe Medication Practices Canada

ISMP Canada

Independent, not-for-profit, national organization

Purpose: To identify risks in medication use systems, recommend optimal system safeguards and advance safe medication practices.

Presentation Outline

- National and provincial medication reconciliation/medication review programs
- National and provincial initiatives for reporting adverse events

ISMP Canada's Role in Medication Reconciliation

- Lead medication reconciliation implementation intervention for Safer Healthcare Now! Campaign
- Prepared Getting Started Kits and tools to support teams across the country
 - Acute care
 - Long Term Care
- Co-lead for Homecare pilot project

Safer Healthcare Now!

Enrollment by Intervention

Intervention	Number of Teams
Deploy Rapid Response Teams	56
Improve Care for Acute Myocardial Infarction	121
Prevent Adverse Drug Events through Medication Reconciliation	333
Prevent Central Line-Associated Bloodstream Infection	92
Prevent Surgical Site Infection	175
Prevent Ventilator-Associated Pneumonia	117
Antibiotic Resistant Organisms (AROs)/MRSA	18
MedRec (Long Term Care)	49
Venous Thromboembolism	10
National Collaborative on Falls in Long-Term Care	33
Total	1004*

*Total at July 29, 2008

Reach of Medication Reconciliation

- Accreditation Canada requirements
- WHO Action on Patient Safety - High 5s
 - 5 common problem areas in patient care and proposed solutions
 - **Assuring medication accuracy at transitions in care**
 - Supported by six countries: Canada, Germany, the Netherlands, New Zealand, the United Kingdom, and the United States
- Inclusion in University curricula

MedsCheck

Personal Medication Record

MedsCheck

PERSONAL MEDICATION RECORD

Whenever you see a doctor, including your primary care physician and any specialists, review and update this medication list.

Patient

Primary Physician (Phone)

After any hospitalization, check with your doctor or pharmacist to review this medication list.

Pharmacist and Pharmacy (Phone)

Date Prepared

Start Date	Name of Medication	Strength	How to take this medication				Purpose	Comment	Prescribed By
			Quantity	Route	Frequency	Food			
dd/mm/yyyy	Brand & Generic Name								

Allergies: No known allergies

Product	Reaction

Pharmacist Signature

Patient Signature

Ontario *MedsCheck* Program

Ministry of Health and Long-Term Care

- Funded by MOHLTC
- One-on-one 30 minute appointment with the community pharmacist
 - Reviews all the patient's medications
 - Helps patients better understand their medication therapy and ensure that medications are taken as prescribed.

Who is eligible for a *MedsCheck*?

- **All** Ontarians are eligible
- Provided they are taking 3 or more medications for a chronic condition.
- Community Pharmacist is reimbursed for their professional services.

Linking

MedsCheck to MedRec

Pilot Project 2008

- 10 hospital sites
- Pre-admission surgical clinic - elective patients
- Requesting a *MedsCheck* from patients prior to the pre-admission clinic appointment.
- Gather the Best Possible Medication History (BPMH) in hospital
 - Using MedsCheck as the primary source of information
- Measure the value and impact of the *MedsCheck* program to MedRec in hospital

MedsCheck



June 2008

Dear Surgeons, Anaesthesiologists, Obstetricians and Receptionists,

Re: *MedsCheck* and Hospital Medication Reconciliation

(Insert hospital name), in collaboration with ISMP Canada and supported by the Ministry of Health and Long-Term Care, is introducing a new process to facilitate medication ordering for surgical admissions.

MedsCheck, is a provincially funded initiative, which allows a patient to have their medications reviewed by their community pharmacist and also receive a complete list of their current prescription and over-the-counter medications. As the community pharmacist is well positioned to provide patients with this information, a **new** recommendation is for pre-operative elective patients to try to arrange a *MedsCheck* appointment with their community pharmacist 1-2 weeks prior to their pre-admission clinic appointment. The *MedsCheck* information will be included in the pre-admission clinic process for obtaining the patient's medication history.

Please include the enclosed revised patient information leaflets when providing your patients with the pre-admission information packages.

We need your help to remind patients to try to arrange a *MedsCheck* appointment.

Time: 1-2 weeks prior to their pre-admission appointment.

Who: Pre-elective surgical patients with an Ontario Health card on 3 or more medications for a chronic condition.

Where: Patient's community pharmacy.

Thank you for your support in improving the medication information available during transitions in care.

Sincerely,

Director of Pharmacy

Hospital
Logo



Linking

MedsCheck to MedRec

Coordinate MedsCheck and medication reconciliation in Ontario to:

- Integrate initiatives
- Contribute to seamless transfer of accurate information
- Contribute to the success of MedsCheck
- Save time in admission medication reconciliation

Canadian Medication Incident Reporting and Prevention System

- Canadian Institute for Health Information
- Health Canada
- ISMP Canada responsibilities include interdisciplinary analysis that considers practice concerns, clinical significance, systems issues, and potential preventive measures.
 - Individual Practitioner Reporting Program
(https://www.ismp-canada.org/err_report.htm)

Ontario Medication Incident Database

- Capturing medication incident reports from Ontario institutions and facilities since 2000
- 30,612 voluntarily reported medication incidents (as of April 30, 2008)
- 58 institutions and facilities
- 1169 medication incidents (3.81%) with an outcome of "Harm" or "Death"

Top 5 Medications Reported as Causing Harm or Death through medication error

Medications	No. of Incidents	Percentage (n = 1169)
Insulin	115	9.84
Morphine	103	8.81
Hydromorphone	89	7.61
Heparin	55	4.70
Fentanyl	46	3.93

Ontario Medication Incident Database

Psychotherapeutic Medications - AHFS Category: Antidepressants and Antipsychotics

Sample of reports (n=42) with an outcome of "Harm"
(n=39) or "Death" (n=3)

Example findings of interest:

Type of Incident	Reported Contributing Factors
Incorrect medication	<ul style="list-style-type: none">• Look-alike/sound-alike medication names<ul style="list-style-type: none">➤ Luvox and lovenox➤ Carbamazepine and chlorpromazine➤ Apodoxy and Apodoxepin
Incorrect patient	<ul style="list-style-type: none">• Pre-pouring medications
Overdose	<ul style="list-style-type: none">• Drug-drug interactions• Drug-disease interactions• Adverse drug effects can mimic illness
Other	<ul style="list-style-type: none">• Complex orders due to cross-tapering;• PRN orders requiring subjective assessments