

**REBRANDING MEDREC
HOW ORGANIZATIONS ARE USING '5
QUESTIONS TO ASK ABOUT YOUR
MEDICATIONS'**

Today's facilitator



Mike Cass
Patient Safety Improvement Lead, CPSI



•2

Objectives

By the end of this webinar you will:

- Learn about the new MedRec rebranding strategy and what it means for patients/consumers, and healthcare professionals
- What's new with '5 Questions to Ask About Your Medications'
- Hear how organizations are using '5 Questions to Ask About Your Medications' to engage patients and consumers

• 3



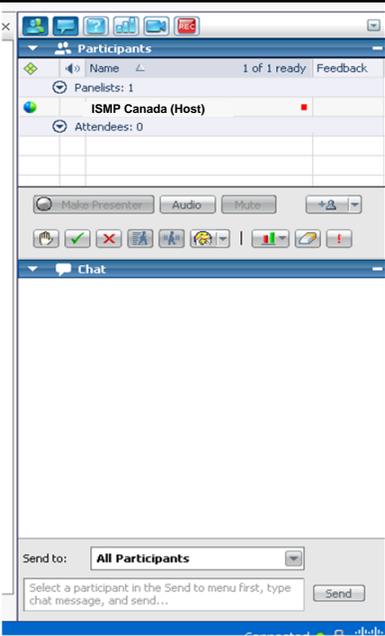
Stay on after this call

MedRec Open Mike

- **Need help with MedRec?...**stay on the line and join the discussion
- Meet and connect with others in MedRec
- Submit your questions to medrec@ismp-canada.org or ask them live

• 4

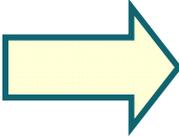




2. Type your question in the chat box

The image shows a 3D white figure in a thinking pose next to a large red question mark. To the right is a screenshot of a Zoom meeting interface. The 'Participants' window shows 'ISMP Canada (Host)' and 'Attendees: 0'. The 'Chat' window is empty. A blue arrow points from the text '2. Type your question in the chat box' to the chat input field in the Zoom interface.

Please complete our poll



The slide features a light blue header with the text 'Please complete our poll'. Below the header is an image of a checklist with four red checkmarks and one empty box, with a red pencil pointing to the empty box. A yellow arrow points from the checklist image to the right. At the bottom of the slide are the logos for ISMP (Institute for Safe Medication Practices Canada) and CPSI/ICSP (Canadian Patient Safety Institute / Institut canadien pour la sécurité des patients).

Today's Speakers

			
Kim Streitenberger, RN Project Leader, ISMP Canada	Alice Watt, RPh, BScPhm Medication Safety Specialist, ISMP Canada	Maryann Murray, BA Patient for Patient Safety Champion – Canada – World Alliance for Patient Safety, a WHO initiative	Carla Beaton RPh, BScPhm, CGP, FASCP, Vice President of Clinical Innovations and Quality Improvement at Medical Pharmacies Group Limited
			
Jiten Jani RPh ACPR, PMP Pharmacy Manager St-Joseph's Health Centre Toronto	Sheetal Desai, RPh Markham Family Health Team	Andrea Kent, BScPharm, PharmD, Manager, Pharmacy Services, Colchester East Hants Health Centre, Nova Scotia	



Advancing Safe Medication Practices





Kim Streitenberger

Project Lead, ISMP Canada

MedRec Rebranding Plan



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Background

- In 2014 CPSI and ISMP Canada co-led a national Medication Safety Summit
- Action plans were developed to support improving communication about medications at transitions including:
 1. Create and disseminate a national medication safety checklist for patients and families ie. “5 Questions to Ask”
 2. **Rebrand MedRec as one component of medication safety and promote rebranded products and resources**

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Proposed Rebranding Strategy 2015-2016

- Focus on rebranding MedRec for healthcare consumers
- Rebrand as “MyMedRec” to represent “My Medication Record” instead of Medication Reconciliation

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Goal of Proposed Rebranding

For patients:	For providers:
<ul style="list-style-type: none"> • Convey the need for involvement in their own healthcare • Understand their role in maintaining an accurate & up-to-date medication list • Take initiative to share this information and request that it is reviewed with them 	<ul style="list-style-type: none"> • Refresh awareness of the importance of an accurate and up-to-date medication list • Engage with patients using language that emphasizes their role in medication safety • Encourage patients to maintain an accurate and up-to-date medication list and reviewing it with them

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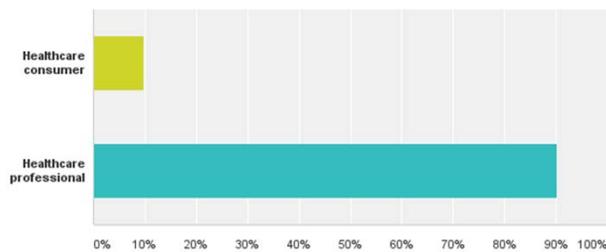
Stakeholder Consultation

- Survey distributed through the following groups:
 - Patients for Patient Safety Canada
 - Patients Canada
 - Canadian Association of Retired Persons (CARP)
 - Canadian Pharmacist's Association
 - Canadian Society of Hospital Pharmacists
 - Canadian Nurses Association
 - Canadian Medical Association
 - Canada Health Infoway
 - Accreditation Canada
 - MedRec Expert Panel members
 - MedRec Ontario Network members

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Survey Results

- 309 respondents
 - 9% consumers
 - 91% healthcare professional



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Key Themes from Stakeholder Survey

- Agreement that the term “medication reconciliation” is not understood by general public
- Agreement with focus on patient engagement and ownership of their medication list

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Key Themes cont'd

- Rebranding will create more confusion
 - Acronym different for consumers vs providers
 - Term MedRec as medication reconciliation used nationally and internationally
- **MedicationRecord** isn't the appropriate terminology
 - Term "medication list" is well established
 - May be confused with medication administration record or medical record
 - Term "record" implies it is a complete medication use history rather than a list of medications patient is currently taking

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Key Themes cont'd

- Strategy did not consider complete MedRec process
 - Would undo efforts made with providers to understand that MedRec is not only about a medication list
 - Minimized the importance of reconciliation within the process
- Need to educate consumers about available tools and resources to support them

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Key Themes cont'd

- What is needed is a public awareness campaign not rebranding
 - Need to emphasize importance of having a list, maintaining the list and sharing the list with healthcare providers

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Revised Strategy and 2016-2017 Activities

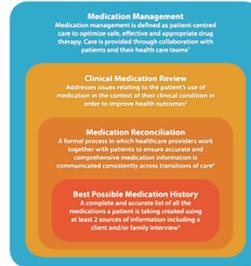
1. Public awareness campaign focused on the role consumers play in the MedRec process by maintaining an up to date medication list and sharing it with healthcare professionals at transitions in care.
 - Getting the “5 Questions to Ask” into the hands of patients/clients and caregivers
 - Translation into additional languages
 - Sharing availability of “5 Questions to Ask” in other languages through social media networks
 - Increasing awareness of the MyMedRec app among consumers and providers
 - Creating a You-tube video for patients/caregivers
 - Publication of an ISMP Canada consumer bulletin

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Revised Strategy and 2016-2017 Activities cont'd

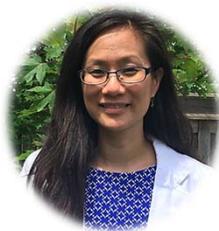
2. Position MedRec for healthcare providers as one component of medication management

- Add information and medication management graphic to Acute and LTC Getting Started Kits
- Include concept in presentations to healthcare providers
- Update information on ISMP Canada website



1. Developed collaboratively by the Canadian Pharmacists Association, Canadian Society of Hospital Pharmacists, Institute for Safe Medication Practices Canada, and University of Toronto, Faculty of Pharmacy, 2013
2. www.healthycanada.ca/medrec
3. ISMP Canada Medication Reconciliation in Acute Care Getting Started Kit, 2013
4. ISMP Canada Medication Reconciliation in Acute Care Getting Started Kit, 2013

Figure 1: Components of Safe Medication Management



Alice Watt
Medication Safety Specialist,
ISMP Canada

5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS when you see your doctor, nurse, or pharmacist.

- 1. CHANGES?**
Have any medications been added, stopped or changed, and why?
- 2. CONTINUE?**
What medications do I need to keep taking, and why?
- 3. PROPER USE?**
How do I take my medications, and for how long?
- 4. MONITOR?**
How will I know if my medication is working, and what side effects do I watch for?
- 5. FOLLOW-UP?**
Do I need any tests and when do I book my next visit?



Keep your medication record up to date.

- Remember to include:
- ✓ drug allergies
 - ✓ vitamins and minerals
 - ✓ herbal/natural products
 - ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.



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YOUR LOGO HERE

Endorsed by:



ACCREDITATION CANADA



CANADIAN NURSES ASSOCIATION



ASSOCIATION DES INFIRMIÈRES ET INFIRMIERS DU CANADA



MANITOBA INSTITUTE FOR PATIENT SAFETY



COLLEGE OF PHARMACISTS OF MANITOBA

<https://www.ismp-canada.org/medrec/5questions.htm#l=tab2>



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More than 50 organizations!

5 Questions to Ask about your Medications

YOUR LOGO HERE

Endorsed by:



Partnerships and Endorsements of Medication Use in 10 Countries



Request your customized poster today!
medrec@ismp-canada.org



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DIGITAL POSTER CAMPAIGN REPORT

CLIENT: ISMP
START: JUN 6, 2016
END: JUL 30, 2016

CAMPAIGN DURATION: ONGOING **150** MEDICAL OFFICES, PHARMACIES

REACHED AUDIENCE: **532,308**

TOTAL FREQUENCY:
PLANNED FREQUENCY: 571,680
ACTUAL FREQUENCY: 593,456

TOTAL IMPRESSIONS:
PLANNED IMPRESSIONS: 3,550,281
ACTUAL IMPRESSIONS: 3,903,982



IDS Canada how're you? Digital Poster Network

- Primary Care network in Ontario launched in June
- Launching in Quebec and BC in Sept/Oct



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Additional Reach

- Newsletters and articles
 - Canadian Retired Pensioners
 - Retired Teachers of Ontario
 - Accreditation Canada – Quality Matters
 - CSHP bulletin
 - Local hospital internal newsletters & community newsletters/media
 - SafeMedUse & ISMP bulletins

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SafeMedicationUse.ca Newsletter
 Volume 7 - Issue 7 - September 20, 2016

5 Questions to Ask about Your Medications

Do you know what questions to ask about your medications? Knowing which medications, if any, have changed and how to take all your medications properly can help you to avoid serious problems. Ask the right questions to stay safe.

SafeMedicationUse.ca recently received a report highlighting the importance of asking your healthcare providers the right questions about your medications. A consumer undergoing cataract surgery was given prescriptions for two different eye drops: an antibiotic (gatifloxacin) and a corticosteroid (prednisolone). Both eye drops were to be used for a few days up to and including the day of surgery, but only the antibiotic eye drop was to be continued after the surgery.

Following the surgery, the consumer mistakenly continued taking the corticosteroid eye drop and stopped taking the antibiotic eye drop. The instructions for using the eye drops were provided on a sheet of paper at an appointment 3 months before the operation, but after the surgery, the consumer's reduced vision prevented her from reading it. After using the wrong eye drop for 4 days, she experienced redness and discomfort in her eyes, and then a family member noticed the error. Although using the wrong eye drop in this case did not seem to affect the overall outcome of the surgery, it did lead to extra doctor visits and caused the patient discomfort and worry.

SafeMedicationUse.ca recommends starting a conversation with your healthcare provider by asking 5 specific questions (outlined below) in each of the following situations:

- during appointments with your doctors, including specialists, your optometrist, and your dentist
- before discharge from a hospital
- when you pick up your prescriptions from the pharmacy
- during home care visits



SafeMedicationUse.ca Newsletter - www.safemedicationuse.ca 1 of 2

Safe Medication Use Bulletin – Sept 20, 2016


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Additional Reach

- Social Media and Listservs
 - Facebook – MedRec network, Twitter @ISMP Canada, @SafeMeduse
 - Ontario MedRec Network google group
 - CSHP listserv
- Websites
 - Deprescribing.ca
 - CARP
- E-Learning module
 - RxBriefcase


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Additional Reach

- Conferences (e.g. CHCA, HQT, WHO WHA, Canadian Patient Engagement network)
- Canadian Patient Safety Week
- International Alliance of Patients' Organizations (IAPO)
- National Patient Safety week in Switzerland – pocketsized given to patients and visitors in hospitals in Lyon.



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Pharmacy Awareness Week 2016
University Health Network



Poster inside the elevator
Michael Garron Hospital
(formerly TEGH)



Princess Margaret
Outpatient Pharmacy

Send your photo to medrec@ismp-canada.org



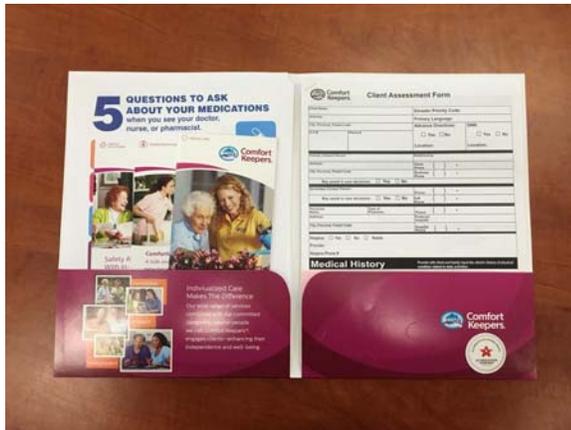
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Cornell Public Library Markham Stouffville Hospital Medical Library



© Institute for Safe Medication Practices Canada: 2016

Comfort Keepers



"We see the "5 questions to ask about your medication" as a valuable tool we can use to educate our clients regarding medication safety."

- Comfort Keepers



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Additional Reach

- Pharmacy, Nursing, Medical Students/Family medicine residents
- Endorsed by two U of T Family Medicine Teaching units (Reached through the Dept. of Family and Community Medicine newsletter)
 - Markham Family Medicine Teaching Unit
 - Sunnybrook Academic Family Health Team



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U of T Pharmacy Phrosh Week



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Additional Formats

- Patient Notes (modifiable)
- Screensaver (patient bedside system)
- Animated Powerpoint slide
- Swag (e.g. business cards, fridge magnets, mouse pads etc.)



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- 5. FOLLOW-UP?** Do I need any tests and when do I book my next visit?

Patient Notes
(modifiable pdf)
works on some mobile devices

Keep your medication record up to date. Remember to include:

- drug allergies
- vitamins and minerals
- herbal/natural products
- all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.

Visit safemedicationuse.ca for more information.



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MP4 video

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Additional Languages

- Based on the 2011 Canada census:
 - Punjabi
 - Chinese (simplified/traditional)
 - Spanish
 - Italian
 - German
 - Tagalog
 - Arabic
- Based on electronic survey results
 - Indigenous languages

看医生、护士或是药剂师时需要询问的5种有关自己药物的问题。

1. 任何更改?
我服用的药物有增加、停止、或更改吗? 为什么?

2. 是否继续?
我是否需要继续服用? 为什么?

3. 正确服用?
我应该如何服用我的药物? 服用多长时间?

4. 如何监察?
我怎样会知道我的药物是否有效? 有没有副作用或不良反应?

5. 需要复诊?
我是否需要任何检查或化验? 我应该在下次什么时候复诊?

安全一份最新药物服用记录。

记得包括:

- ✓ 药物过敏
- ✓ 维生素和矿物质
- ✓ 草本/天然产品
- ✓ 保健品
- ✓ 处方药物
- ✓ 非处方药物

请让您的医生、护士或药剂师检查一下您所有服用的药物, 以停止任何可能引起副作用或减少疗效的药物。

若要更多资讯, 请上网址 safemedicationuse.ca

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Additional Languages

- Hungarian
- Tibetan
- Ukrainian
- Polish
- Greek
- Albanian
- Turkish

POLISH/JĘZYK POLSKI

5 pytań na temat leków, które należy zadać podczas wizyty u lekarza, pielęgniarki lub farmaceuty

- 1. Zmiany?**
Czy jakieś leki zostały dodane, zatrzymane lub zmienione i dlaczego?
- 2. Kontynuować?**
Jakie leki mam dalej zażywać i dlaczego?
- 3. Właściwie stosowane?**
Jak mam brać swoje lekarstwa i jak długo?
- 4. Monitorowanie?**
Jak rozpoznać, czy mój lek działa i na jakie skutki uboczne mam zwracać uwagę?
- 5. Dalsze działania?**
Czy mogę zrobić jakieś testy i na kiedy mam zamówić następną wizytę?

Uaktualniaj swoją dokumentację medyczną.

Pamiętaj, aby uwzględnić:

- ✓ uczelnia na leki
- ✓ witaminy i minerały
- ✓ produkty ziołowe/naturalne
- ✓ wszystkie leki, w tym produkty bez recepty.

Poproś swojego lekarza, pielęgniarkę lub farmaceutę, aby przetestował wszystkie Twoje leki w celu sprawdzenia, czy jakieś lekarstwa można przestać brać lub zmniejszyć jego dawkę.

Po więcej informacji odwiedź stronę: safemedicationuse.ca



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Thank you to St. Joseph's Health Centre Toronto, Pharmakeio Guardian and IWK Health Centre for sharing your translations with us.



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Additional Spread Idea

- Take a screenshot of the '5 questions to ask' on your mobile device
- Make it your home/lock screen
- Dash MD app



Next steps

- Survey patients and healthcare providers
- Share the message to encourage patients to be an active participant in their healthcare by asking the right questions.

How can you get involved?

- Share it with your friends and family
- Introduce it to your patients
- Use it in practice as a counselling tool and post it in patient care areas.
- Endorse and request customized PDF poster
- Share a photo or story @ medrec@ismp-canada.org or through FB or Twitter
#5questionsaboutmeds


 5 Questions to Ask about your Medications [Internet]. Toronto: Institute of Safe Medication Practices Canada. c2000-2016 [cited 2016 Apr 28]. Available from: <https://www.ismp-canada.org/medrec/5questions.htm>
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Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.

ismp CANADA | CPHS | ON HEALTH GROUP

Visit safemedicationuse.ca for more information.

“These 5 questions could save your life.”

- comment from a consumer

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One more thing...

- Please turn the volume up on your computer or mobile device.



5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS
when you see your doctor, nurse, or pharmacist.

- 1. CHANGES?**
Should I change my dose, stop, or change my drug?
- 2. CONTINUE?**
What medication do I need to keep taking, and why?
- 3. PROPER USE?**
How do I take my medication, and for how long?
- 4. MONITOR?**
How well is my medication working, and what side effects do I watch for?
- 5. FOLLOW-UP?**
Do I need any tests and when do I need the next visit?

You can be empowered

To be an active partner in your healthcare!

<https://youtu.be/BJI1ToB-Dv8>



A Patient Story

Maryann Murray
Patients for Patient Safety Canada



© Institute for Safe Medication Practices Canada 2016

A story of harm



© Institute for Safe Medication Practices Canada 2016

Include the Patient in Medication Safety

- Compliance alone isn't enough
- We want to keep our loved ones safe
- We can provide additional protection
- We need tools to guide us
- 5 Questions to Ask – frames the conversation and encourages sharing of information



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69th World Health Assembly Side Event

Addressing the
Global Challenge of Medication Safety
to Improve Patient Safety and Quality of Care

MAY 25 **Wednesday**
12:15 - 13:45 hours
Room XXIII (23)
Palais des Nations

Light refreshments will be served from 12:00 - 12:15 hours

Chaired by
His Excellency Piotr Stachańczyk, Ambassador, Permanent Representative of Poland
to the UN Office in Geneva
Sir Liam Donaldson, WHO Patient Safety Envoy
Dr Edward Kelley, Director, Service Delivery and Safety, WHO

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World Health Organization Global Medication Safety Challenge

- Reducing medication harm by 50% over 5 years
- Recognizing the roll of the patient and public
- Patients and Providers working together to engage with systems and communities
- Tools like the '5 Questions to Ask' encourage collaboration and patient involvement
- What part will you play?



BOOMR



Carla Beaton

RPh, BScPhm, CGP, FASCP,
Vice President of Clinical Innovations
and Quality Improvement at Medical
Pharmacies Group Limited

"BOOMR"

HONOUR ROLL 2016

HEATHERDALE SENIOR LIVING

MEDICAL PHARMACIES

SOUTHLAKE REGIONAL HEALTH CENTRE

BAYBRIDGE SENIOR LIVING

ideas

Ontario Health Quality Ontario

Otn

GEORGIAN BAY General Hospital

Sienna SENIOR LIVING

WOODS PARK CARE CENTRE

Perley Beaton The Prince and Elizabeth Health Centre

RVH Royal Victoria Regional Health Centre

<https://www.youtube.com/watch?v=B3flj8FI9mo>

St-Joseph's Health Centre

Jiten Jani
RPh ACPR, PMP
Pharmacy Manager
St-Joseph's Health Centre Toronto

ST JOSEPH'S
HEALTH CENTRE TORONTO



Implementation in Acute Care

Advancing the Health of our Community by being Canada's Best Community Teaching Health Centre.

Presented by Jiten Jani | September 2016



St-Joseph's Health Centre Toronto

St-Joseph's Health Centre Toronto

- 392 bed Community Teaching Hospital
- Located in the west end of Toronto
- Part of the Toronto Central LHIN
- Programs: Medicine, Surgery, Emergency Care, Mental Health, Clinics
- Admission: 22 K , ED Visits: 100 K, Ambulatory Care visits: 254 K



Starting point

Starting Point

- Personal experience Jan-Feb 2016
- Timing of the launch of “5 Questions to ask about your medications” March 9th 2016

Observations

- Need for more Patient-Driven care whereby the patient seeks the information they need, from the providers they need it from.



Key guiding principles by Medication Management Committee

- Key Guiding Principles in moving forward with the initiative
 - Empower the patient to ask about their medication through various means
 - Ensure staff have the tools they need to respond to the questions
 - Ensure the benefit does not end in the hospital



Planning

- Planning
 - Committee Approval:
 - Medication Management, Pharmacy and Therapeutics, Medical Advisory Committee, Nursing Practice Council, Interprofessional Advisory Committee, Operations Committee
 - Conveying the information:
 - Patient: Media choice: Television Screens at the bedside, Patient Visitor Handbook, Handouts
 - Staff: Lexicomp Training



ST
JOSEPH'S
HEALTH CENTRE TORONTO

Ensuring buy-in and alignment with other initiatives

- Corporate and Departmental alignment and buy-in
 - Engage the Pharmacists, Pharmacy Technicians
 - Engage Nursing Staff (CNE, Advanced Practice Clinical Educators)
 - Engage Administrative Program Directors
 - Patient Experience Quality Improvement Plan initiative recommendation
 - Medication Reconciliation Quality Improvement Plan
 - Community Engagement: Translation into the main languages in our catchment
 - Hungarian, Spanish, Tibetan, Polish, Ukrainian



ST
JOSEPH'S
HEALTH CENTRE TORONTO

Implementation Plan

- Acute Care Go-Live: October 3rd 2016
- Staff update coming this week
- Timing with the first of the month to see the impact on Patient Experience Survey
- Handouts to be given to all our admitted patients by Pharmacist or Pharmacy Technician once Best Possible Medication Histories are completed, plan to refer back at Discharge to ensure seamless transition out from the hospital

Implementation Plan

- Bedside monitors which houses animated education videos related to patient falls, pressure ulcers and two client identifiers will also house all translated versions of the “5 Questions to ask” poster for our patients and the “5 Question video from SafeMedicationUse.ca



<https://www.youtube.com/watch?v=tol6VOLNve4>

Implementation Plan

- Ongoing roll-out: Clinics: Walkthrough (Just for Kid Clinic, Ambulatory Clinics, organizational Screensavers which are in the organization)



Thank You

30 The Queensway, Toronto, ON, M8R 1B5 | Tel: 416.530.6000 | @stjpestaronto | stjpestaronto | stjpestaronto | stjpestaronto





Markham Family Health Team
Care for A Lifetime

Sheetal Desai, RPh
Markham Family Health Team

MARKHAM FAMILY HEALTH TEAM

About Online Booking Labs Programs Locations Resources Giving Back News/Events Contact Q



Markham Family Health Team
Care for a LifeTime

www.markhamfht.com

Markham Family Health Team
Care for A Lifetime



www.markhamfht.com

Markham Family Health Team
Care for A Lifetime

MARKHAM FAMILY HEALTH TEAM PROGRAMS

Chronic Disease Self-Management Program: If you have a history of a chronic health issue(s) that has impacted your physical and mental health, this workshop can help to enhance your care. The Stanford University's evidence-based Chronic Disease Self-Management Program is a 6 week workshop designed to teach self-management skills in a group setting to better manage the common symptoms associated with having a chronic health issue. The targeted symptoms include poor sleep, pain, stress/anxiety, depression, difficult emotions, fatigue, shortness of breath, and physical limitations. Discuss with your provider if this program is right for you.

Medication Reconciliation Program - Have you been recently discharged from a hospital? If so, then you may be eligible to have your medications reconciled and reviewed by the pharmacist or nurse before you see your primary care provider. At the visit, your health chart will be updated to reflect any changes in medications and ensure there are no errors. If booking an appointment after being released from the hospital, feel free to ask about this program if it hasn't already been offered to you!

ED Bridge Program - The length of time between a patient's diagnosis of an eating disorder and entry into a formal eating disorders treatment program can be weeks to months. During that time, these patients are often medically unstable and in need of some type of immediate intervention. Click here here for more information.

Weight Wise/Healthy You Program - This is a group program that will provide the information and motivation you need to find that healthier you! If you are overweight or obese and looking for lifestyle strategies to reduce your weight and make healthier choices, click here for more information.

Heart Smart Program - Do you have high cholesterol? Are you looking for ways to examine your diet and improve your cholesterol levels? This education session, lead by the Registered Dietitian, has the information you need. click here for more information.

Smoking Cessation Program - Smoking Treatment for OntarioPatients (STOP), is a program designed by the Centre for Addiction and Mental Health and funded by the MOHLTC, to help patients quit smoking. The program provides free Nicotine Replacement Therapy (patches, gum, lozenges, inhalers) to patients who smoke and are registered with the Markham FHT. One-on-one counselling sessions are also provided to patients who enroll in the program. If you would like more information on how to STOP smoking, click here for more information.

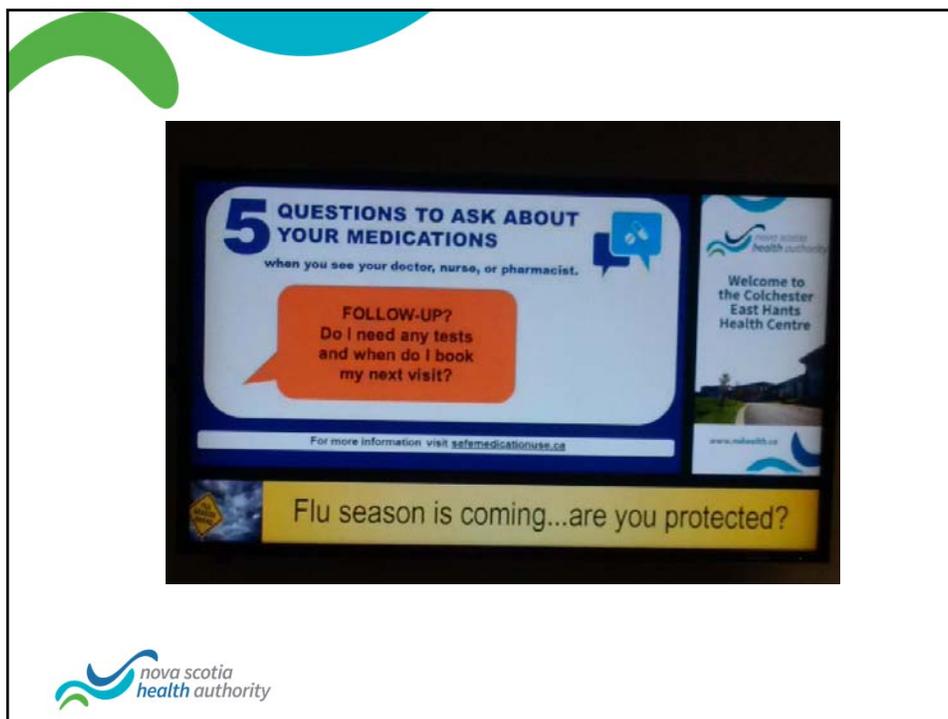
www.markhamfht.com

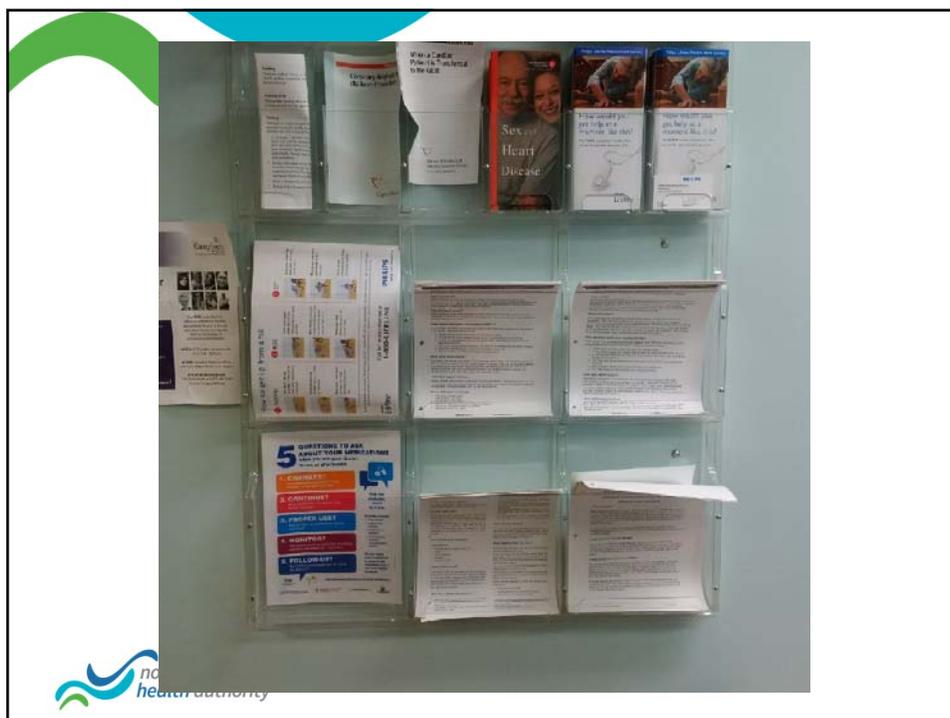
Markham Family Health Team
Care for A Lifetime

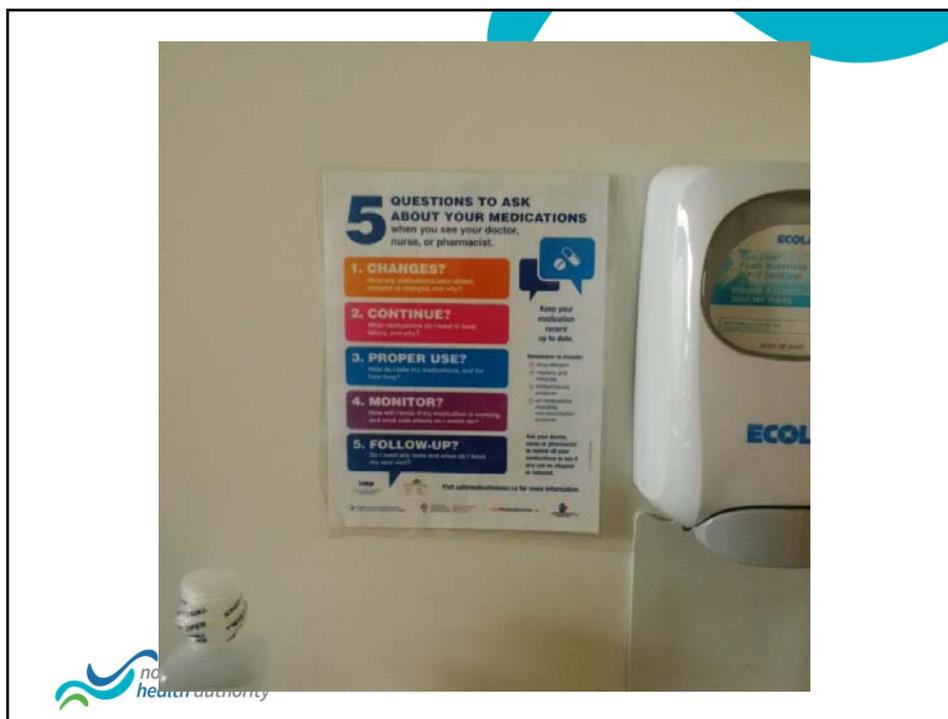


Colchester Site
Andrea Kent
Manager Pharmacy Services

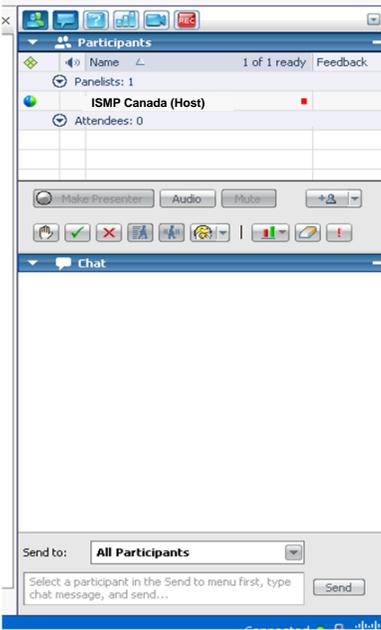




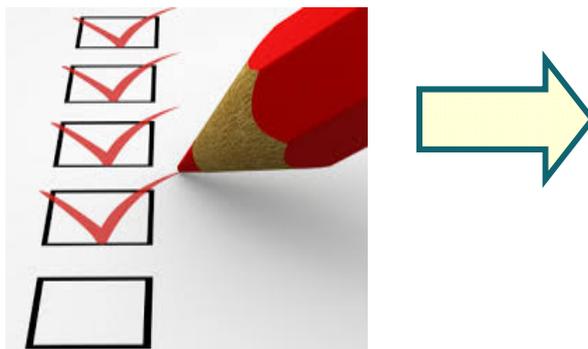




2. Type your question in the chat box



Please complete our poll



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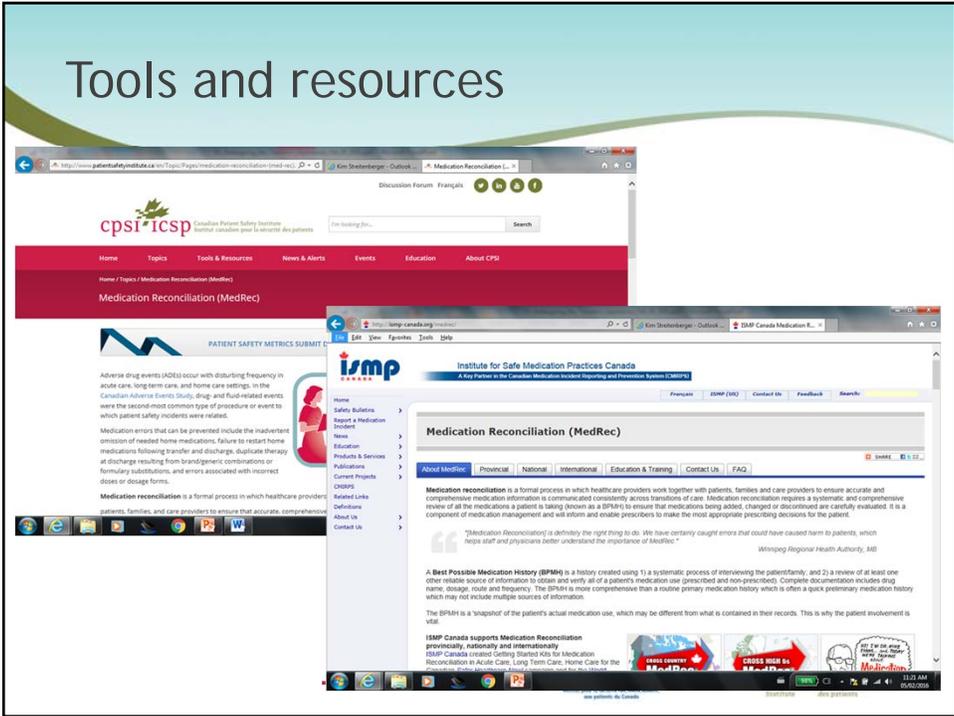
Stay on after this call

MedRec Open Mike

- **Need help with MedRec?...**stay on the line and join the discussion.
- Submit your questions to medrec@ismp-canada.org or ask them live

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We are here to help!

- **For MedRec Content (MedRec Intervention Lead)**
 Institute for Safe Medication Practices Canada (ISMP Canada)
medrec@ismp-canada.org

- **CPSI Patient Safety Intervention Lead**
 Mike Cass MCass@cpsi-icsp.ca

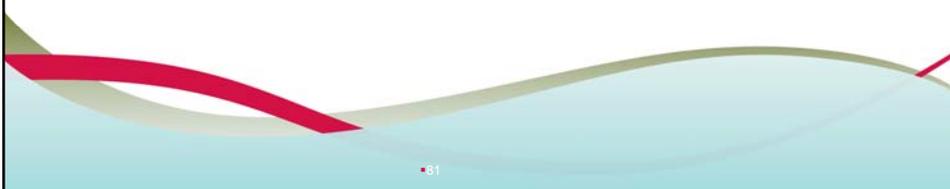


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MedRec Open Mike



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What is Open Mike?

Your opportunity to:

- Ask MedRec related questions to the ISMP Canada MedRec Team
- Pose questions to teams on the line to get their input
- Share stories and tools/resources
- Exchange ideas about are doing and what you have learned



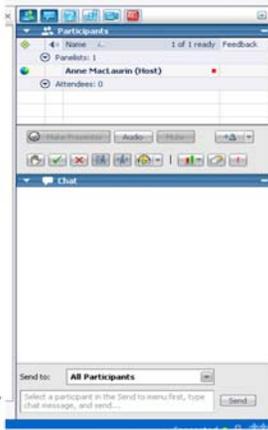

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How to ask questions

Questions

1. Raise your hand. If you have a phone icon by your name we will un-mute your phone and you can ask your question





2. Type your question in the chat box



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Canadian Patient Safety Institute

Lets start the discussion!

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What impact has the “5 Questions to Ask” had on your practice?

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