

Using A Web Based Community Of Practice To Drive Change With Medication Reconciliation

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Background

1. Web-based communities are virtual gathering spots designed to help centralize communications and provide a means for members to collaborate with one another.
2. The *Safer Healthcare Now!* (SHN) patient safety campaign developed a web-based tool for centralized inter-team communication called the Communities of Practice (CoP) which enables member collaboration nationally.
3. The SHN CoP had not been systematically evaluated to determine it's effectiveness.

Objectives

- Evaluate the MedRec CoP 'discussions' to determine the pattern of learning during implementation of MedRec.
- Identify relevancy and frequency of a topic
- Identify main issues in each topic of discussion
- Determine general trends of discussion and patterns of key issues
- Identify areas to prepare standardized FAQs

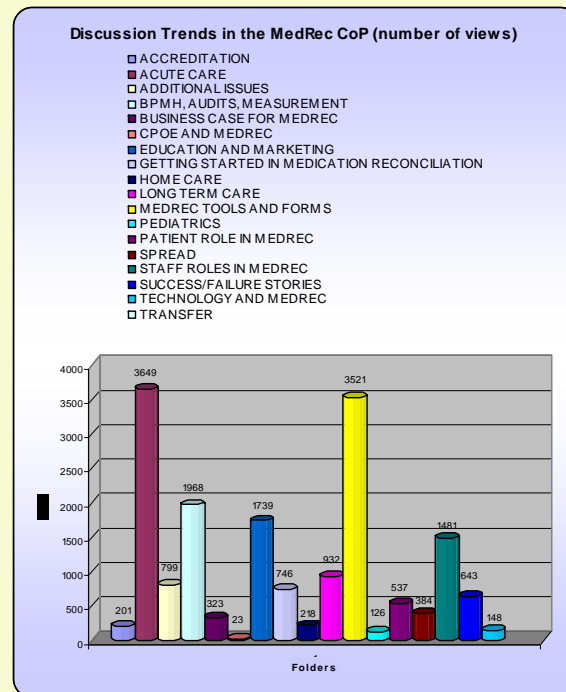
Methods

- Information posted on the CoP for the SHN Medication Reconciliation (Med Rec) intervention was systematically evaluated.
- The number of topics, messages and frequency of access to the discussion groups for each topic was collected
- Timeframe: data from intervention launch in 2006 until July 30th 2008 in order to identify the most important topics of discussion

Results

Total of 18 main folders

- 232 topics
- 708 messages posted on discussion board over analysis period
- 17,677 views



Most activity in the following folders*

1. Acute Care
2. Audits and Measurement
3. Education and Marketing
4. Tools and Forms
5. Staff Roles in MedRec

*Represented 21 topics and 22.5% of activity

Conclusions and Learning

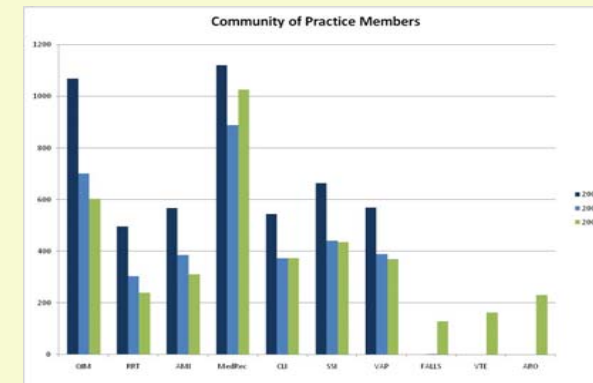
Most teams ask the same questions at the same time...

- It appeared that new teams sequentially accessed the same topics, and posed similar questions to seek solutions at similar intervals from the time of enrolment.
 - For example, current threshold of teams to actively seek information in 2009 on internal transfer and discharge
- Analysis identified that only selected critical topics guided the foci of the discussion
- Similar retrospective analyses of established discussion boards may help future quality improvement teams by informing awareness of key topics to help direct new teams to actively accelerate their learning curve to achieve success.
- For intervention coordinators, it identifies genuine team challenges and targets for enhancing campaign education resources.
- "GOLD hidden in the JUNGLE" analogy
 - Is member self-posting/organization/self selection the best strategy in a very high volume CoP?
 - Linking threads & key terms
 - Amazon ® book purchase approach

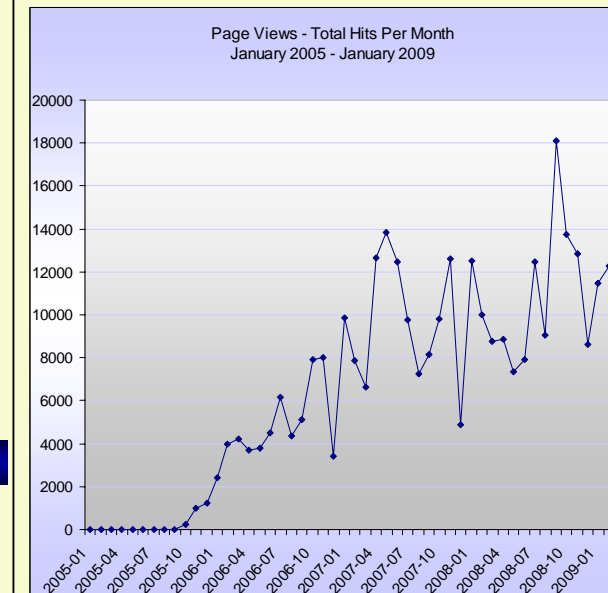
Where do we go from here?

- Further review will target the main issues and questions of teams FAQs
- Implement a process to share the main issues of teams Practical Change package/Toolkit
- Use successful national teams as mentors Mentorship Program
- Re-design CoP as a knowledge brokering tool Create and organize based on questions

About the MedRec CoP



The medication reconciliation CoP has garnered over **1,000 members** since its launch just three years ago.



The site receives upwards of **18,000 visits per month** with numerous members engaging in helpful discussion threads.