



PATIENT MEDICATION JOURNEY

PROCESS MAPPING MEETING



Objectives

With the support of the health authorities, physicians, and community pharmacists, front-line staff will be given an opportunity to:

- discuss current processes for medication management
- barriers encountered and possible solutions
- opportunities for improvements to the current process.



Objectives

Identify:

- current activities, incentives and initiatives
- gaps in care with a specific focus on medication reconciliation and reviews
- patient involvement
- hand off of care in regards to medications from one health care provider to another
- “ideal” state where potential solutions to the current gaps in patient care are revealed



Participants

36 participants

- 8 Physicians (family physician/specialist)
- 8 Nurses & 1 Nurse Practitioner
- 8 Pharmacists (6 health authority and 2 community) & 1 PharmD
- **4 Patients**



Participants

Representatives from:

- Health Authorities (front-line)
- BC Pharmacy Association
- BC Medical Association
- Ministry of Health Services
- Canadian Mental Health Association
- e-health/pharmanet
- Divisions of Family Practice



Process Map

<http://prezi.com/e2zkghg1uv9/process-map/>



Gaps, Barriers, and Ideas for Improvement

- Pharmanet
- Technology
- Communication
- Education
- Patient-related issues
- Funding
- Coverage and Costs
- Formularies
- Med Rec efforts
- Issues for GP's
- Regulation
- System-wide issues



Main Themes of Gaps and Barriers

- Technology and Pharamanet
 - Recording, storing and sharing prescription and dispensing information, limitations of pharamanet
 - Universal electronic medical record
- Provider Communication
 - Face to face, telephone, or written
 - Across points of care (silos, rework)
- Education and Training
 - Collaborative approach to care that involves sharing current evidence and tools for managing patients and their medications in a safe manner



Main Themes of Gaps and Barriers

- Funding
 - To break down silos between caregivers and various settings of care
 - Gain sharing by working together
- Policy/Legislation/Professional Standards
 - What are the main issues or barriers that are in the way of sharing information?
 - Privacy Impact Assessment
- Current Initiatives Awareness and Understanding
 - How do we have open communication about new programs?
 - Need a forum to inform and share



Process Mapping Grid

<p>High Effort Low Reward/Impact</p> <p>Don't Do</p>	<p>High Effort High Reward/Impact</p> <p>Strategic</p>
<p>Low Effort Low Reward/Impact</p> <p>Quick Hits</p>	<p>Low Effort High Reward/Impact</p> <p>Gems</p>



Participant Feedback

- Found the meeting informative and encouraging
- Good level of discussion
- Liked the mix of participants and perspectives
- Were able to share ideas with group regardless of formal position or rank
- Felt the discussion of gaps and barriers could be enhanced
- Want more discussion about “ideal state” and to make action plans
- Eager for further meetings to start to see progress



Next Steps

- E-mail correspondence with attendees (and their sponsors) to stay in touch
- 2nd meeting late April/early May (face to face)
 - Webex meetings where possible

Your thoughts?