Admit Medication Interview							
Last Updated	12/16/09 9/28/10	Owner Revised By	Kevin Hartz	Performed By Rev. Number	Med. Rec. Specialists 3	Work In Process	
Takt Time	24 Mins	Trigger	Call/Page that Patient Admited to CC/CVS	Done	Pharmacist Made aware		

Standard Work

	Major Steps	Details (if applicable)	Time	
1	Obtain background information of patient in Epic	Review Snapshot Review Admission Med Rec form (determine last reviewed by date) Review Chart Review Encounters for last hospital stay if applicable		Tip Tollgate WIP Critical Step Team Safety
2	Assess pt readiness for interview	 Any physical barriers to interview, Is pt in pain, intubated, nauseated or vomiting? Assess for mental barriers to interview; dementia, psychosis, etc. If YES to above proceed to Med Rec Admit process, starting with Step 2 OR address pt current symptoms and return to complete If NO, proceed with direct pt interview 		Meet List Status Risk Consequence Time of change Completed for this encountier Deskti, Amy, RM Wed Spo 22, 2010 7.48 AM Completed for this encountier Deskti, Amy, RM Wed Spo 22, 2010 7.48 AM Current Home Meds (taking or on hold) Wed Spo 22, 2010 7.48 AM Current Home Meds (taking or on hold) Enversity Deskti Boog Mescarise Squares (taking or on hold) Boog Status (taking or on hold) Labert Boog Status (taking or on hold) Enversity Boog Status (taking or on hold) Labert Boog Status (taking or on hold) Enversity Boog Status (taking or on hold) Labert Boog Status (taking or on hold) Enversity Enversity Boog Status (taking or on hold) Labert Boog Status (taking or on taking taking in taking in taking in taking or on taking taking in taking in taking in taking or on taking taking in taking in taking in taking or on taking in tak
3	Introduce self and role to patient	Explain Med Rec process and importance (Hi,my name is,my role is, I will be reviewing your medication with you today. We may have already asked you all these questions before but for your safety we need to ask these questions again. It is important that we know about everything you take including any medication prescribed, including those you use as needed (prn), over the counter medications, herbals, eye drops or creams that you use.		Limit Livit Ninds More Stational and Johnson Markadowski (b) Counter, Aury, Nan West Bary 22, 2018 20146 Additional Medication Orders (r) reve have anely discovered rule in community More station More station More station Desce Result Programmer More station Desce Result Programmer More station Desce Result Programmer Desce Result Programmer Desce Result Programmer Desce Result Programmer Desce Result Desce Result Desce Desce Desce Desce Desce Desce Desce Desce Desce Desce Desce Desce Desce Desce
4	Begin Interview	Perform Face-to-face if possible or phone interview if by prep department If face-to-face use paper printed Med Rec or WOW to initiate process		Contrar Agnéries Angest-induced TAKing (* 1588) 2027 Contrar Agnéries Angest-induced TAKing (* 1588) 2027 Contrar Agnéries Angest-induced TAKing (* 1588) 2027 Contrar Agnéries Angester (* 1588) 2027 Contrar Agnéries Angester (* 1588) 2027 Contrar Agnéries Angester (* 1588) Contrar Agnéries (* 1588) Con
5	Ask patient about allergies and preferred pharmacy (Standard Work available)	May assist in determining patients reliability		Generative Opticability 21:1 Products Official View TCP OFFICE/VIEW Avail. SFM LEWS/DOC Program Generative Opticability 22:1 67:50/10 Telephone

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Standard Work

	Major Steps	Details (if applicable)	Time	Diagram, Work Flow, Picture, Time Grid
6 7	Assess Reliability	"Can you tell me about the medications that you are currently taking?" (use clinical judgment to determine patients reliability) If NO proceed to standard work see Admit Med Rec Step 2 If YES proceed with interview "Did you bring a list of your medication or your medications with you?" Examples may include		
	of medication use	Start with prescription medications, sample medications, as needed (prn) over-the-counter drugs, vitamins, herbals, supplements, inhalers, creams, drops, or patches Ask probing questions Further documentation should include name of medication, strength, formulation (ex. XL for Extended Release), dose, route, frequency, last dose taken and PRN indication for Tylenol, Ibuprofen, Nubain, Promethazine, Ativan, Valium, Benadryl Place link for Tips for Conducting a Patient Medication Interview		
8	Complete Epic Documentation			
9	Mark as Complete or Incomplete	See Admission Med Rec Standard Work Step 23		
10	Handoff medication information to RPh important to Trio or floor/staff nurse taking over patient if none collaborative care floor	Print off Admission Med Rec Form place in patient chart face to face or phone call to nurse to make them aware of med rec needs that are still outstanding		
11				

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Job Instruction Sheet

	Major Steps	Details (if applicable)	Reasons (Why)
_			∵Tip ◆Tollgate ØWIP √Critical Step +Team Safety
1	Obtain background information of patient in Epic	Review Snapshot Review Admission Med Rec form (determine last reviewed by date) Review Chart Review Encounters for last hospital stay if applicable	background information will assist you in obtaining a complete medication history from the patient the patient's background can help you anticipate further questioning needs during interview (ie. Pt has asthma, but you do not notice an inhaler on their med list)
2	Assess pt readiness for interview	Any physical barriers to interview, Is pt in pain, intubated, nauseated or vomiting? Assess for mental barriers to interview; dementia, psychosis, etc. If NO to above proceed to Med Rec Admit process, starting with Step 2 OR address pt current symptoms and return to complete If YES, proceed with direct pt interview	readiness of patient is crucial for their engagement in th process timing of the interview must also be considered so that patient's comfort and ability to participate is optimized
3	Introduce self and role to patient	Explain Med Rec process and importance (Hi,my name is,my role is, I will be reviewing your medication with you today. We may have already asked you all these questions before but for your safety we need to ask these questions again. It is important that we know about everything you take including any medication prescribed, including those you use as needed (prn), over the counter medications, herbals, eye drops or creams that you use.	it is important for patient's to be made aware of the clinicians participating in their care introductions assist with gaining rapport with the patient explanation of the med rec process helps patients to understand the importance of obtaining an accurate medication list
4	Begin Interview	Perform Face-to-face if possible or phone interview if by prep department If face-to-face use paper printed Med Rec or WOW to initiate process	for obtaining information
5	Ask patient about allergies and preferred pharmacy (Standard Work available)	May assist in determining patients reliability	this is important for safety of medication administration pharmacy information is helpful if the patient is unable to provided reliable med information and also at discharge for potential phone scripts
6	Assess Reliability	"Can you tell me about the medications that you are currently taking?" (use clinical judgment to determine patients reliability) If NO proceed to standard work see Admit Med Rec Step 2 If YES proceed with interview "Did you bring a list of your medication or your medications with you?"	To ensure accuracy of information obtained and to prevent medication errors

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Job Instruction Sheet

	Major Steps	Details (if applicable)	Reasons (Why)
7	Initiate questions of medication use	Examples may include Start with prescription medications, sample medications, as needed (prn) over-the-counter drugs, vitamins, herbals, supplements, inhalers, creams, drops, or patches Ask probing questions Further documentation should include name of medication, strength, formulation (ex. XL for Extended Release), dose, route, frequency, last dose taken and PRN indication for Tylenol, Ibuprofen, Nubain, Promethazine, Ativan, Valium, Benadryl Place link for Tips for Conducting a Patient Medication Interview	To ensure a complete list of ALL medications and OTC medications, supplements etc. that pt. May currently be taking, to prevent possible medication interactions
8	Complete Epic Documentation	See Admission Med Rec standard 6-19	To obtain an accurate medication list
9	Mark as Reviewed	See Admission Med Rec Standard Step 21	To communicate to providers and clinicians that you reviewed med list at that specific date and time
10	Mark as Complete or Incomplete	See Admission Med Rec Standard Work Step 23	To ensure communication to other providers and clinicians that med. List is complete to the best of your knowledge at this time per standard work
11	information to floor/staff nurse taking over patient	Print off Admission Med Rec Form place in patient chart face to face or phone call to nurse to make them aware of med rec needs that are still outstanding	To ensure continuity of care and follow up of any missing information
<u>12</u> 13			

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Process Owner Overview

	Major Steps		rk Wait Process Diagram, Work Flow, Picture, Time Grid Time Observations Tip Tollgate WIP Critical Step				
		Time	Time	Obs	ervations	🙄 Tip 🔷 Tollgate 🖉 WIP 🗸 Critical Step 🕂 Team Safety	
1							
2							
3							
4							
5							
6	"Press [tab][tab] to create more rows"						