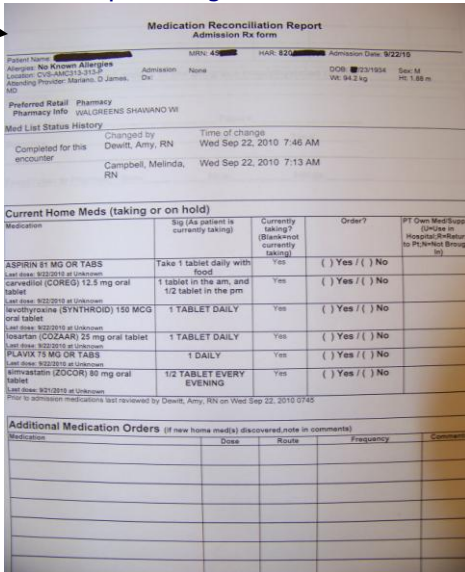
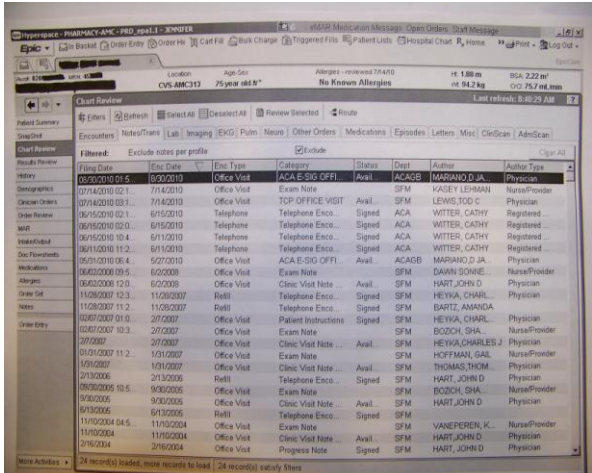


Admit Medication Interview

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

Standard Work

Major Steps	Details (if applicable)	Time	Diagram, Work Flow, Picture, Time Grid
1	Obtain background information of patient in Epic		<div style="text-align: center; font-weight: bold; color: blue;"> 😊 Tip ♦ Tollgate ⊗ WIP ▼ Critical Step + Team Safety </div>  
2	Assess pt readiness for interview		
3	Introduce self and role to patient		
4	Begin Interview		
5	Ask patient about allergies and preferred pharmacy (Standard Work available)		

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Standard Work

Major Steps	Details (if applicable)	Time	Diagram, Work Flow, Picture, Time Grid
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?"		
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		
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 WIP 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
9	Mark as Reviewed	--See Admission Med Rec Standard Step 21
10	Mark as Complete or Incomplete	--See Admission Med Rec Standard Work Step 23
11	Handoff medication 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
12		
13		

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Process Owner Overview

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