Protect patients from post-discharge medication errors

pages.azblue.com/Perform-medication-reconciliation-post-discharge---OCT-2021.html





HEDIS[®] measures¹ address a broad range of important health issues. Among them is the Medication Reconciliation Post-Discharge (MRP) measure.²

🕒 In This Issue

Drug Take Back Day is October 23: Encourage your patients to take action to reduce prescription drug misuse

Measure by measure: Reducing preventable errors and the risk for negative drug interactions

The MRP measure assesses whether adults age 18 years or older who were discharged from an inpatient facility had their medications reconciled within 30 days of the discharge date.

The frequent use of prescription drug treatment among adults in the U.S. can negatively affect patients if not sufficiently managed and monitored. Healthcare facilities and professionals understand the risks associated with the discharge process and recognize that polypharmacy and other medication management challenges are increasing; nonetheless, MRP is not performed regularly.

To best ensure patient safety, all patients should receive an MRP within 72 hours of discharge from an inpatient facility. Implementing routine medication reconciliation is crucial to ensure that errors—such as duplications, dosing errors, and unfavorable drug interactions—are addressed and that patients understand their new medications.

Why is MRP such a challenge?

Medication reconciliation is a critical component of care coordination post-discharge. The challenges that healthcare professionals face in performing MRP can overlap with those associated with medication reconciliation at *any* patient intervention. These include variability in the consistency and quality of the process, time constraints for those expected to complete the procedures, uncertainty about who should be performing the functions, data gaps, and shortcomings associated with electronic health records.

Recommended steps to improve compliance and avoid gaps in care

Hospital best practices

As part of routine discharge planning, for each patient:

- Obtain a list of medications the member currently takes.
- Obtain the list of medications prescribed at discharge.
- Compare the medications on the two lists.
- Make clinical decisions based on the comparison.
- Communicate the new list to the patient and appropriate caregivers, along with written instructions for each drug.
- Instruct the patient to schedule a follow-up appointment with their PCP within 30 days and to bring the medication list received at discharge.

PCP best practices

Before the initial post-discharge visit with the patient:

- Document the reconciliation in the medical record.
- Include a dated progress note stating, "Hospital (or skilled nursing facility) discharge medications were reconciled with the current outpatient medications."
- Be sure to include a signed and dated list of current medications based on the reconciliation.

During the visit, go over the up-to-date medication list together and ask if the patient has any questions. This is also a good opportunity to talk with the patient about the importance of medication adherence.

For more information about this HEDIS measure or the recommended actions for Blue Cross[®] Blue Shield[®] of Arizona (BCBSAZ) network providers, visit the secure provider portal at <u>azblue.com/providers</u>: "Population Health > HEDIS" or contact a HEDIS coordinator at 602-916-5807.

More than 90% of America's health plans, including Blue Cross Blue Shield of Arizona, use HEDIS to measure performance on important dimensions of care and service. HEDIS helps providers and health plans see where to focus their improvement efforts for higher-quality outcomes.

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

¹ Source: <u>National Committee for Quality Assurance (NCQA) (HEDIS[®] and Performance Measurement)</u> ² Source: <u>NCQA, Medication Reconciliation Post-Discharge</u> Our members can take a digital ID card with them wherever they go with the MyBlue AZSM mobile app.

