

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

What	When
TNF Medication	

Discharge Orders

Discharge Orders:

Today, Home or self care
 care, call flo pm
 ments

+ In This Issue

1/3

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 azblue.com/providers: "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: [National Committee for Quality Assurance \(NCQA\) \(HEDIS® and Performance Measurement\)](#)

² Source: [NCQA, Medication Reconciliation Post-Discharge](#)

Our members can take a digital ID card with them wherever they go with the MyBlue AZSM mobile app.

