



QI TALK TIME

Building an Irish Network of Quality Improvers

‘Know, Check, Ask’ for Medication Safety

2nd July 2019

Connect

Improve

Innovate



Speakers

Ciara Kirke: is Clinical Lead of the HSE's National Medication Safety Programme and led the improvement collaborative to prevent hospital-acquired blood clots. She is an advisor to the WHO patient safety programme and has been involved in developing the Global Patient Safety Challenge, Medication Without Harm.



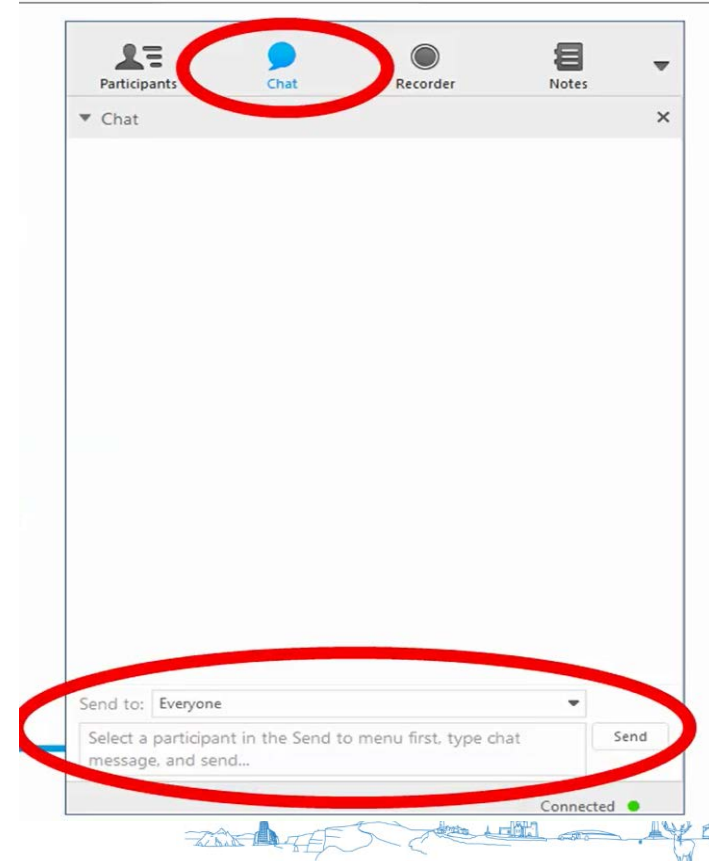
Muriel Pate: is a Medication Safety Specialist Pharmacist in the HSE National Medication Safety Programme and has been involved in developing the HSE “Know, Check, Ask” campaign. She has worked as a hospital pharmacist in a number of hospitals & is currently undertaking the RCPI Diploma in Leadership and Quality in Healthcare, focussing on the discharge prescribing process.



Una Gethins: is a senior pharmacist from Mayo University Hospital, where she has been involved in their work on the “Know, Check, Ask” campaign. She is currently working as a senior Orthopaedics Pharmacist after returning from Australia last year where she specialised in Antimicrobial Stewardship and Infectious Diseases. Her other areas of interest include Renal disease and Sexual Health. She will be joined by Mary O'Malley, who is a patient representative from Mayo University Hospital.

Instructions

- Interactive
- Sound:
Computer or dial in:
Telephone no: 01-5260058
Event number: 846 598 838 #
- Chat box function
 - Comments/Ideas
 - Questions
- Keep the questions coming
- Twitter: @QITalktime



Know Check Ask

Medication Safety Campaign

hello
my name is...

Muriel Pate, Una Gethins, Mary O'Malley, Ciara Kirke

www.safermeds.ie

Email: safermeds@hse.ie

WHO Medication Without Harm

- Global Patient Safety Challenge
 - The aim is to reduce severe avoidable medication-related harm by 50% globally over the next 5 years
 - Three key priorities
 - Transitions of Care
 - High Risk Medicines & situations
 - Reducing inappropriate polypharmacy
 - <https://www.who.int/patientsafety/medication-safety/technical-reports/en/>

- Know
 - your medicines and keep a list
- Check
 - that you are using the right medicine the right way
- Ask
 - your healthcare professional if you're unsure

**Before
you take it...**

KNOW
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www.safermeds.ie

World Health Organization

IRISH PHARMACY UNION

ICGP

HE

Safer Medicine
Now Fear & Forbear

Building a
Better Health
Service

EVERYONE

has a role to play
in medication safety



- <https://youtu.be/X0z4XOUhb8M>

[illegible]

Name		Emergency contact name	
Date of birth		Emergency contact phone number 	
My pharmacy name		My family doctor name	Date I filled out this form
Phone number 		Phone number 	

[illegible]

This document belongs to the person named above. If taking a copy, return the original to the person.



Wide engagement informing campaign

- Patient representative, Patricia Ryan
- NALA/Plain English mark
- Patient advocacy agencies at the National Patient Forum,
- Care Alliance Ireland, Disability services, Addiction services, Primary care safety net, Delta Centre, Sue Ryder Foundation, Family Carers Ireland, Intellectual disability day service
- the National Staff Engagement Forum
- attendees at the National Patient Experience Survey conference, Medicines Management Masterclass
- Meetings with the Irish Pharmacy Union, Irish College of General Practitioners, ambulance services and NCAGL Primary Care.


Poster Options (more on website)

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5 Moments for Medication Safety



Starting a medication

- ▶ What is the name of this medication and what is it for?
- ▶ What are the risks and possible side-effects?



Taking my medication

- ▶ When should I take this medication and how much should I take each time?
- ▶ What should I do if I have side-effects?



Adding a medication

- ▶ Do I really need any other medication?
- ▶ Can this medication interact with my other medications?



Reviewing my medication

- ▶ How long should I take each medication?
- ▶ Am I taking any medications I no longer need?



Stopping my medication

- ▶ When should I stop each medication?
- ▶ If I have to stop my medication due to an unwanted effect, where should I report this?

The 5 Moments for Medication Safety are the key moments where action by the patient or caregiver can greatly reduce the risk of harm associated with the use of their medications. Each moment includes 5 critical questions. Some are self-reflective for the patient and some require support from a health professional to be answered and reflected upon correctly.

This tool for patient engagement has been developed as part of the third WHO Global Patient Safety Challenge: Medication Without Harm.

It is intended to engage patients in their own care in a more active way, to encourage their curiosity about the medications they are taking, and to empower them to communicate openly with their health professionals.

This tool is intended for use by patients, their families and caregivers, with the help of health professionals, at all levels of care and across all settings.

WHO/MTS/2019.5
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For more information, please visit:
<https://www.who.int/patientsafety/medication-safety/5moments/en/>



Key Campaign Messages

- Keep an up-to-date list of medicines
 - Take it to all healthcare appointments
 - This information is needed so that correct decisions can be made about your treatment or care
- People should complete their own list if they can +/- help from family/ carers
 - It can be helpful to discuss or share the list with family/carers
 - It may help to keep a photo of the list on your phone (or take a photo of labels on medicine boxes)

Know

**your medicines
and keep a list**



<https://youtu.be/ot1X5lZ9w-g>



***Mayo University Hospital launch
knowing my medicines leaflet***

Launching the leaflet

- Leaflet idea developed in May 2018
- Developed by chief pharmacist and nurse practice development co-ordinator
- Part of the medication safety committee
- Leaflets were printed and launched in December 2018

How did it happen?

- Leaflets printed December 2018
- Distributed to wards
- Nursing staff encouraged to give to patients during their inpatient stay
- Patients and families encouraged to complete
- Surrounding dioceses were asked to put the info bulletin in their parish newsletter
- A link on the Saolta internet page for patients and family to download and print off the leaflet.

Knowing My Medicines is a list of all medicines including supplements, herbal remedies, eye/ear drops, inhalers, injections, nebulisers, oxygen, creams and patches you take or apply and some of their details.

Please fill in the **Knowing My Medicines** information inside this leaflet.

This is your record of your medicines. Please keep this document safe and bring it with you when coming to Mayo University Hospital or attending any health-care appointment. If you become ill, you or a family member/carer can bring this record to hospital or to your family doctor.

Please keep your medicines in their original container, because:

- the labels contain important information
- we will need to be able to identify them
- they may deteriorate if unpacked

Keep all your medications at room temperature, except those that need to be kept in the fridge.

Keep all medications safely **LOCKED** away where **CHILDREN** cannot reach them: your medications could **HARM** them, if accidentally taken.

Do not share your medications with anyone else: they have been prescribed for **YOU** individually, based on **YOUR** needs.

Ask about disposal of unwanted medicines at your local retail pharmacy"

Your medicines list will help hospital staff treat you safely.

Funded by Nursing Midwifery Planning and Development Unit

Commitment to Excellence

IMPORTANT

To fill out **Knowing My Medicines** you need all your medicines in front of you including prescribed, non-prescribed and over the counter medicines.

If you don't know what medicines you take or you need help filling out **Knowing My Medicines** ask your retail pharmacist who can give you an up to date list. Your doctor, friend or relative can be asked to help also.

Take your medicines exactly as directed by your doctor or as instructed on the label. This is important for them to work properly.

If you experience any side-effects which you think may be caused by your medication, please tell your doctor or pharmacist.



Mayo University Hospital is committed to the World Health Organisation (WHO) Medication without Harm Campaign. We want our patients and staff to improve communication about medications.

Please note that although every effort is being made to help you keep this **Knowing My Medicines** leaflet up to date, it is the responsibility of you the patient to ensure it is accurate. MUIH or its employees, retail pharmacists, or your doctor cannot be held responsible for any errors or omissions.

Commitment to Excellence

Information for patients and families

Knowing My Medicines



**MAYO UNIVERSITY
HOSPITAL**

Commitment to Excellence

Name:		My Family Doctor:		My Pharmacy is:	
Date of Birth:		My Family Doctor Phone No.:		My Pharmacy Phone No.:	
Next of Kin:				Phone No.:	

The medicine I am allergic / sensitive to and how I react:	Other allergies / sensitivities and how I react:	Chronic(long term) Health Conditions:	Date I filled out this form:

[illegible]

Improving Medication Related Communications



The World Health Organization (WHO) Third Global Patient Safety Challenge
Aims to reduce the global burden of iatrogenic medication-related harm by 50% within five years

What do I do with them?

- I work on orthopaedics ward
- I have been handing the leaflets to patients, who are on >3 medications, on discharge when I'm counselling them with their discharge prescriptions.
- I encourage them to fill them out and bring them with them to their next GP visit, hospital appointments and encourage them to keep them up to date.
- If they have any issues I tell them to ask family to help complete, and get their community pharmacy to amend if any changes.
- This gives the patient ownership and responsibility for their own medications
- By having a medication list, I tell patients that it's easier for them to remember why they are taking a medicine, how often they have to take it and whether it's long or short term

**EVERYBODY HAS
A ROLE TO PLAY IN
MEDICATION SAFETY**

What advantages does it have for your hospital stay



- Improves medication history on admissions and decreases likelihood of a prescribing error on admission
- When a pharmacist is completing a medication history, we need at least 2 sources of information, a list is a good source to go through it with a patient, as when they have a list they seem more familiar with their meds
- It decreases errors on discharge and enables the Dr or pharmacist to update the list on discharge if required

Success rate?

- In Mayo we don't have a pharmacist on every ward, so nurses are actively encouraged to hand them out
- Unfortunately we can't measure the success of our campaign since it has been rolled out
- I also haven't seen any of my patients re-admitted with the "know my medicines" leaflet

Take Home Message



Healthcare staff and patients
“Know, Check, Ask”



MED REC IS EVERYONE'S RESPONSIBILITY

**EVERYBODY HAS
A ROLE TO PLAY IN
MEDICATION SAFETY**



The campaign



The social media campaign

- 2 weeks in July, 2 weeks in September
- Video and gif
- Promoted campaign
 - Facebook and Twitter
- HSE social media
- @NationalQI social media

The physical campaign

- My Medicines List leaflets and posters
 - Community pharmacies, in collaboration with the IPU
- Posters
 - GPs, in collaboration with ICGP
 - Health centres and primary care centres

Suggestions for local campaign

- Display posters
- Show videos on screens in public areas
- Promote on your website, with a link to www.safermeds.ie My Medicines List
- Share campaign videos, tweets, messages on your social media channels

Hospital suggestions

- Out-patient departments
- Pre-admission clinics
- Elective admissions
 - Enclose list with appointment letters
- Above plus Emergency Departments
 - My Medicines List leaflets in reception
 - Posters and videos in waiting areas
- Discharge
 - Include blank medicines list with discharge information
 - Advise to complete at home – up to date list for appointments

We invite you to

- Ask for a medicines list, refer to it.
- Give it back to the person!!!
- Key messages
 - Know
 - Check
 - Ask

National Medication Safety Programme (Safermeds)



Welcome to www.safermeds.ie, the website of the HSE's National Medication Safety Programme. We work with you to improve the safe use of medicines.

We have included information below on the "Know Check Ask" campaign, preventing blood clots (VTE)* and other medication safety campaigns. We hope you find it helpful.

Find out about the "Know Check Ask" Campaign for Medication Safety

The "Know Check Ask" campaign shares information on how people and their caregivers can take an active role in managing their medicines. This is a World Health Organisation (WHO) global patient safety challenge.

I want to access information to

Get started
"Know Check Ask" for people who use medicines and their families

Get involved
"Know Check Ask" for people working in healthcare

Resources
Help to promote this campaign locally

We've included information below on some of our other programmes of work. We hope you find it helpful.

Preventing VTE/
blood clots
Information for
patients and families

Preventing VTE/
blood clots
Information for
healthcare staff

WHO Medication
Without Harm Global
Challenge

Medication record
templates for adult
acute hospitals

* VTE is Venous Thromboembolism. This can include Deep Vein Thrombosis (DVT) and Pulmonary Embolism (PE).

Meet the Safermeds Team
Find out about who we are and contact us
[Read more...](#)

Our priorities
Find out more about our priorities in the Safermeds briefing
[Read more...](#)

Useful links
Find out more about Medication Safety
[Read more...](#)

[Back to top](#)

My medicines list



[My medicines list \(colour\)](#)



[My medicines list \(black and white\)](#)

Posters



[Poster A - Before you Take It: Man](#)



[Poster B - Before you Take It: Pharmacy](#)



[Poster C - Before you Take It: Woman](#)



[Poster F - Before you Give it: Hand](#)



[Poster G - Before you Take it: Ask your Pharmacist](#)

5 Moments for Medication Safety



[5 Moments for Medication Safety](#)

Videos

> WHO - Everyone Has a Role in Medication Safety



> 5 Moments for Medication Safety



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Partner
Enable
Demonstrate



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QI TALK TIME

Building an Irish Network of Quality Improvers

QITALKTIMERS – We want to hear from you?



<https://www.surveymonkey.com/r/8S867HW>

Network mapping

Aim: Identify QI Networks nationally

Purpose: To profile and achieve greater connections across existing and Emerging QI Networks

https://www.surveymonkey.com/r/Final_QI_Network_Mapping_Survey



Stay tuned and Spread the word

- We will be back with a new schedule from September 2019 onwards
- Keep an eye on www.Qualityimprovement.ie
- Tell your colleagues

Thank you from all the team @QITalktime

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