

# Avoidable Re-Admissions

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# Aim statement

- Medication Reconciliation
  - A1 will decrease the number of patients being re-admitted within 30 days due to breakdown in following their medication regimen caused by incorrect discharge instruction by 10% by 12/1/10.



# VA Boston Health Care System

- Team :
  - Senior management
  - Physician (in-patient-out patient staff)
  - RN front line staff
  - Patient safety
  - Pharmacy
  - Engineering student
  - Post discharge call Nurse
  - Discharge planner



# Immediate goals

- Improve patient's understanding of medication regimen post discharge
- Provide patient with an accurate discharge plan post discharge
- Follow up phone call from the discharge nurse 24-48hrs post discharge(on the pilot unit)



# Improvements

- Medical Center mandated a 2 page discharge information plan for all patients effective 12/1/10
- No addendums to medication list
- Post discharge call Nurse noted that time spent reviewing medication discrepancy decreased from 45minutes to approximately 15minutes.
- Nurses on the pilot unit change their tours to have a front line staff round with the Team.
- Staff Nurses provided patient with a hand out on any new medication.
- Next step is patient education secondary to admitting diagnosis.