

A3 REPORT

Project Focus:

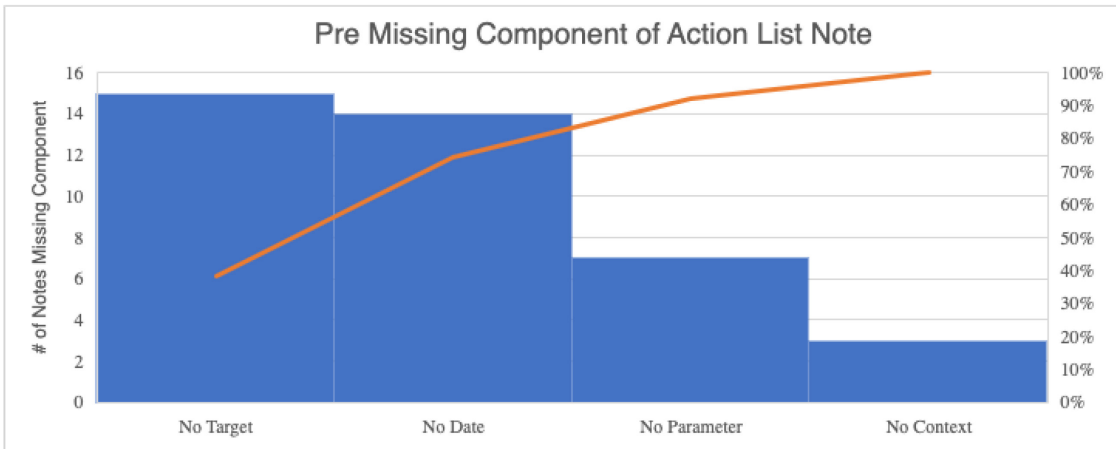
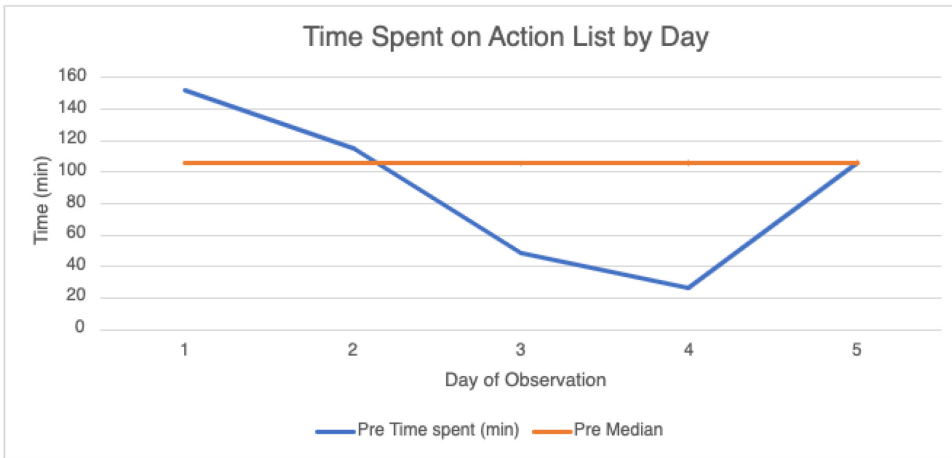
Organization	Southern Health – Santé Sud	Facility	Bethesda Regional Health Centre
Project Name	BEH(ter) Action Lists	Project Facilitator/Belt Level	Riley MacCharles
Project Sponsor	Rizwan Ahmed	Project Team	Patricia Evangelista, Carmelle Normandeau, Lee Bassett (mentor), Adhoc: Lori Enns, Christine Sorin, Komal Kaler, Christo Minnaar
Project Start Date	April 26, 2023	Project End Date	

Risks associated with poly pharmacy are not addressed thru a structured program. Implementing a standardized process for patient selection and completion of medication reviews is required to help reduce these risks. The largest barrier to pharmacist involvement in a program to address poly pharmacy is availability of pharmacist time. *This project will investigate current areas of pharmacist work to identify areas for improvement to make time available to perform medication reviews*

Problem Statement:

Current use of action list notes is inefficient for pharmacists to identify and complete required follow up tasks because of poor documentation and lack of a standardized process. This results in time wasted reviewing action list notes and missing necessary tasks which impacts patient care.

Current State Analysis - What's the Data Story?



Action List Note Review for 4 Required Components

	No Context	No Parameter	No Target	No Date	Contain All 4	Total Reviewed
Pre # of notes	3	7	15	14	12	32
Pre %	9%	22%	47%	44%	38%	

Project Aim

By Oct. 1:

We will improve the percentage of action list notes containing all of the required information from the current 37.5% to 75%

Shared Health works collaboratively with our provincial service delivery partners to develop and deliver lean training to staff across Manitoba.

We will reduce the median time spent reviewing action list notes from 109 minutes per day to 80 minutes per day.

Implementation Plan

	PDSA – Brief Description	Implementation Date
1	Plan: Follow specific format and process for clinical documentation including action list based on WRHA policy, emphasize dedicated time in pharmacist schedule for working on action lists	Sept 11/23
2	Do: Education for pharmacists on clinical documentation, huddle topic and scheduling plan for dedicated time, print and laminate posters for reminders of action list format and appropriate use	Sept 11/23 Sept 6/23 Sept 28/23
3	See: Time spent on action list, time of dedicated work and success (less interruptions), # of notes compliant with specific format (4 components Context, Parameter, Target, Date)	Oct 11-19
4	Act – Time spent significantly reduced	Oct 20

Controls Utilized:

Policy and Procedure – Written SOP document

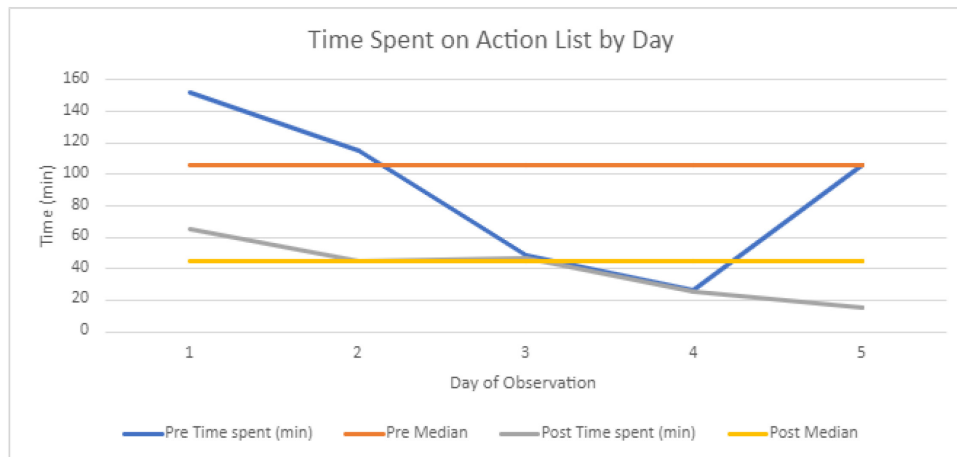
Written signs – Posted on pharmacist workstations listing categories for appropriate notes and note format

Training – Educational presentation for pharmacists (recorded for future use)

Audit - Error Detection – flag notes not meeting requirements for review and education

Standard Work – standardized way of using these notes across pharmacist

Outcomes – Qualitative and Quantitative Outcomes and Potential for Spread



Action List Note Review for 4 Required Components

	No Context	No Parameter	No Target	No Date	Contain All 4	Total Reviewed
Pre # of Notes	3	7	15	14	12	32
Pre %	9%	22%	47%	44%	38%	
Post # of Notes	0	0	0	0	11	11
Post %	0%	0%	0%	0%	100%	

- Less time spent on action list notes, the notes were shorter and more concise
- Less notes to review each day
- Notes missing any required component reduced from 62% to 0%

“One Liner” Summary Description

- By implementing a standardized process for creating action notes helped us to reduce the median time spent on action list items per day, to increase pharmacist time available for med reviews, medication reconciliation, and pharmacist presence in patient care areas