

Giving Time Back to Nurses!: A Multidisciplinary Approach to Medication Reconciliation

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Background Information: At New York-Presbyterian Weill Cornell Medical Center, nurses facilitate medication reconciliation during the pre-operative assessment. In the pre-operative setting this collected information was transcribed onto a paper form leaving medication reconciliations incomplete, inaccurate, and unable to be verified or communicated with the patient's Electronic Medical Record (EMR). This process was improved by having the nurses (RN) input medication reconciliation directly into EMR. However, this proved to be tedious, lengthy and added significant time to the patient assessment interview. In May 2018, the Endoscopy and Ambulatory Surgery departments at the David H. Koch Center collaborated with IT Innovation and Pharmacy departments to pilot video conferencing between patients and a pharmacy technician for bedside medication reconciliation.

Objectives of Project: Utilizing pharmacy technicians via video conferencing for medication reconciliation to shorten nursing pre-procedure assessment.

Process of Implementation: During the pre-operative assessment patients were identified by the nurse if they take home medications. Using a bedside video monitor, a pharmacy technician interviewed patients about their home medication regimen and transcribed this information in the EMR. Collaborative biweekly meetings were held between IT, pharmacy and nurses to identify opportunities for improvement. RN assessment times were measured pre and post implementation to determine the impact of the use of pharmacy technicians on length of admission.

Statement of Successful Practice: Prior to implementation, the RN spent 33% of assessment time entering medication information. RN's spent an average of 1 minutes and 59 seconds to input each medication, while the pharmacy technicians spent an average of 46 seconds. With the use of pharmacy technicians and technology we have been able to dramatically reduce the RN's total assessment time. Delegating this task to the expert allows the nurses in the Endoscopy and Ambulatory Surgery departments to focus on direct patient care while ensuring an accurate medical record.

Implications for Advancing the Practice of Perianesthesia Nursing: Research supports that pharmacy technicians can assist nurses in obtaining more complete and accurate medication reconciliations. The use of innovative technology can reduce nursing time constraints in pre-procedure areas and allow for the focus on assessment, teaching and time spent with patients.