

Using FRAM to get insight into the **medication reconciliation workflow for patients** when being discharged.



Hospital of Southwest Jutland in Esbjerg (Denmark) covers five municipalities.

The hospital is the 5th largest acute care hospital in Denmark.

The hospital has 40.000 inpatients a year.

The hospital has 285.000 visits from outpatients a year.





FMK

- FMK is a national software system for handling the patients medicine, which contains the patient's personal medicine record.
- FMK is used by the hospital, general practitioner and the homecare - the system communicates across sectors.
- Another system COSMIC is handling all other information about the patients – a journal system.
- When a patient is admitted in our acute admission unit, the patient's medicine in FMK must be transferred in to COSMIC, where the nurses can handle the medicine while the patient is admitted.



The challenge...

Indlagt

COSMIC ordinationsliste

Ny ordination i FMK

Ny ordination i Cosmic

Beh.start	Ordinationer i FMK	D	Dosering	Dos.start	Dos.slut	Indikation	Ord.start	Ordinationer i Cosmic	Dosering	Dos.start	Dos.slut
28-09-2011	Hjerdyl (75 mg) tabletter Amlodipin "Actavis" (5 mg) tabletter Corodil Comp (20+12,5 mg) tabletter	1 tablet daglig 1 tablet daglig 1 tablet daglig	18-04-2018 27-03-2014 27-03-2014	til forebyggel... for blodtrykket for blodtrykket			+ 06-06-2018 Magnesia DAK (500 mg) filmovertrukne tabl. + 06-06-2018 Tollax (5 mg) enterotabletter + 08-06-2018 Fragmin (7.500 a-XalE) inj.vsk. opl., sprøjt # 06-06-2018 Hjerfemagnyl (75 mg) filmovertrukne tabl. 06-06-2018 Amlodipin Teva (5 mg) tabletter 06-06-2018 Cordidil Comp (20+12,5 mg) tabletter + 07-06-2018 Dicloxit (1 g) pult.inj.+inf. opl. + 06-06-2018 Contalgin (5 mg) depottabletter + 06-06-2018 Oxycodone Teva (5 mg) kapsler, hårde + 06-06-2018 Pamol (500 mg) filmovertrukne tabl.	2 tableetter til nat 1 tablet til nat Fremtidig: 1 injektionsprøjte kl 20:00 0 tableter 1 gang(e) Daglig 1 tablet 1 gang(e) Daglig 1 tablet 1 gang(e) Daglig Ingen aktuel dosering 1 tablet til morgen og til aften 1 kapsel ved behov. Max 6 kapsel per dag. 2 tableetter til morgen, til middag, til aften og til nat	06-06-18 20:10 06-06-18 20:11 08-06-18 20:00 06-06-18 19:30 06-06-18 19:30 06-06-18 19:30 06-06-18 20:10 06-06-18 20:11 11-06-18 20:11 06-06-18 19:59		

Allé løse recepter
Annulerede recepter
Ikke aktuelle recepter

FMK

Cosmic

Ajourfør FMK

Signeret af ordinationsbeslutning onsdag 06/06/2018 20:11 af Jeppesen Sommer (yhy4hi)

Print

FMK notat

Signer for ordinationsbeslutning

Åbn administrationslisten



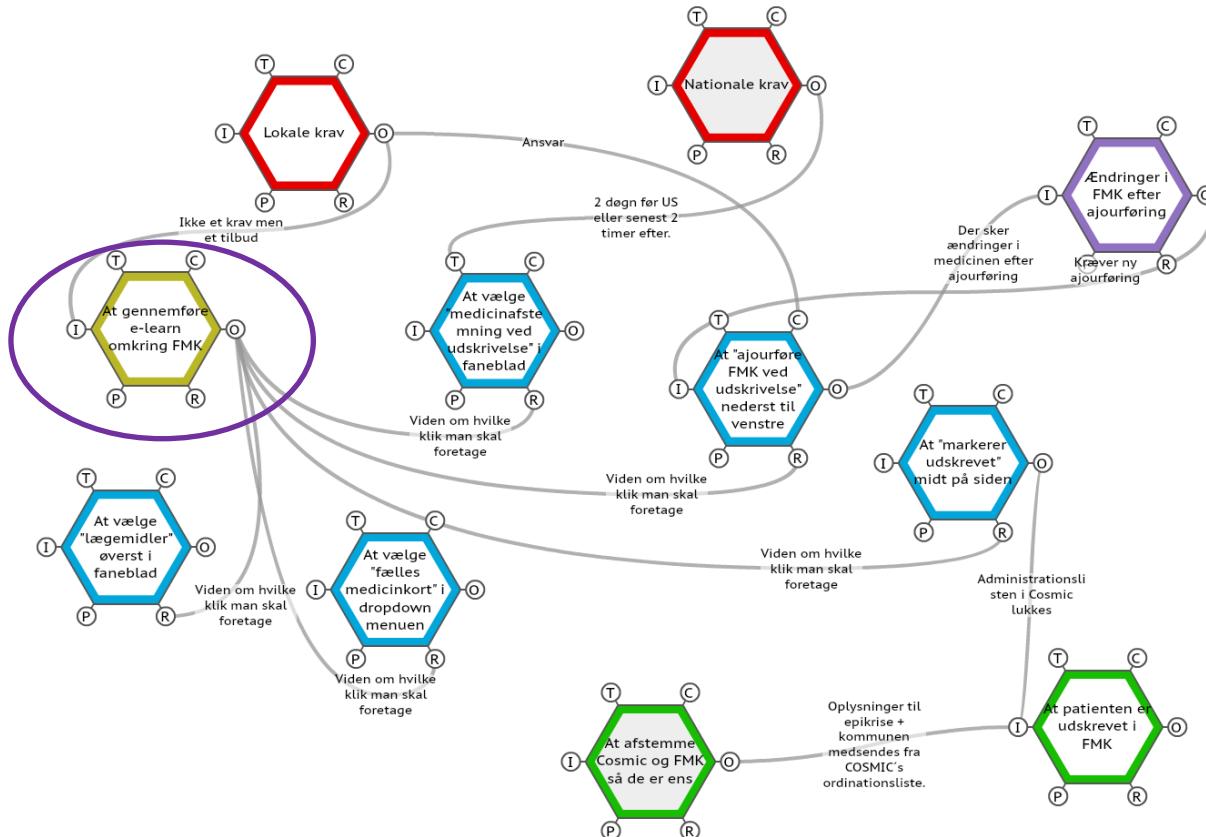
Background

- The analysis was conducted based on a request from the management in the acute admission unit.
- At the time we conducted the analysis, there were no (positive) development in the number of patients in lack of updated medicine records when discharged from the hospital.
- The lack of positive development was carefully monitored by our management.



Work as imagined

based on e-learning program and flowchart from the technology department

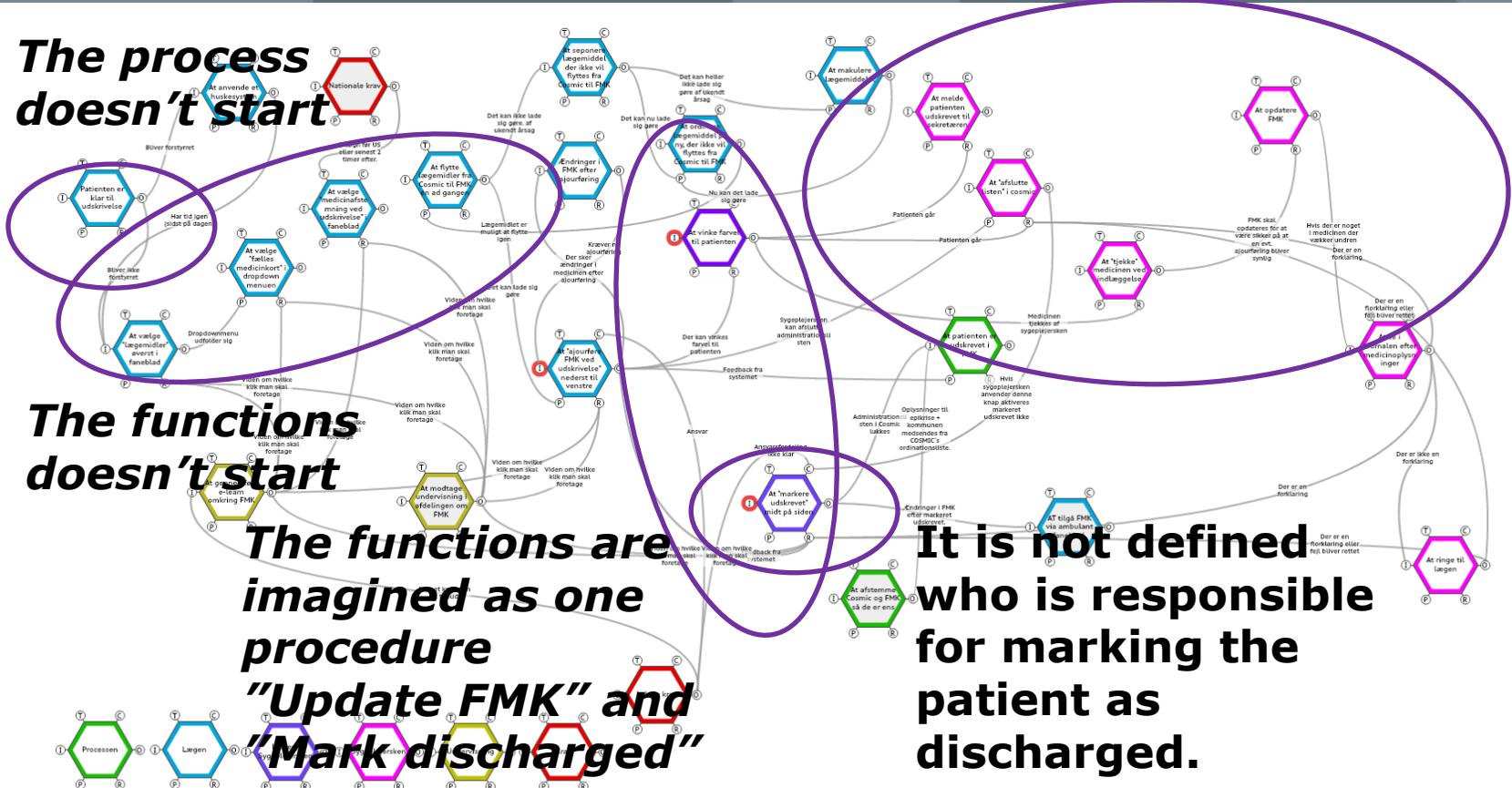




Work as done

Based on interviews

The process doesn't start



Region Syddanmark



PATIENTEN FØRST



SAMMENHÆNGENDE PATIENTFORLØB



PATIENT-
INDDRAGELSE



BEHANDLING AF HØJ KVALITETET OG PATIENTSIKKERHED



EFFEKTIVT
SUNDHEDSVÆSEN

Sydvæstjysk
Sygehus



Overview of identified barriers

- 1: *The process doesn't start*
- 2: *The functions doesn't start*
- 3: *The functions are imagined as one procedure "Update FMK" and "Mark discharged"*
- 4: It is not defined who is responsible for marking the patient as discharged.
- 5: *There is not a defined function where physicians can update FMK, for patients who are already discharged.*
- 6: The usability of Cosmic/FMK do not support the clinical tasks.



The future...

Updating computer systems do not solve every problem.

- Using FRAM as a tool in implementing new updates of systems (FMK/COSMIC)
- Making experience with FRAM as a method for analysis, implementation and understanding complex systems.