Medication Reconciliation Seminar

Friday 14 November 2014, 8.45 am - 4.00 pm AEDT
Pullman Hyde Park, Sydney

Welcome to the Australian Commission on Safety and Quality in Health Care's Medication Reconciliation Seminar and live webcast. The seminar aims to:

1. Share results from the High 5s project

2. Assist health services implement medication reconciliation and meet relevant criteria in National Safety and Quality Health Service Standard 4 – Medication Safety

3. Discuss the challenges, barriers and different approaches to implementing medication reconciliation in different health environments

4. Provide information to health services that are migrating from paper-based to electronic systems for medication reconciliation

The Australian Commission on Safety and Quality in Health Care acknowledges the significant contribution of the health services participating in the Australian High 5s Medication Reconciliation Project.
### Morning Program  Lessons from the High 5s Project

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<td>8.45 – 9.15</td>
<td>Registration: Tea and Coffee</td>
<td>Facilitator: <strong>Dr Megan Robertson</strong>, Director of Research, St Vincent’s Hospital, Melbourne</td>
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<tr>
<td>9.15 – 9.25</td>
<td>Welcome</td>
<td><strong>Professor Debora Picone AM</strong> Chief Executive Officer, Australian Commission on Safety and Quality in Health Care</td>
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<td>9.25 – 10.15</td>
<td>Lessons from the High 5s Project</td>
<td><strong>Ms Helen Stark &amp; Mrs Margaret Duguid</strong> Australian Commission on Safety and Quality in Health Care</td>
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| 10.15 – 10.50 | Measuring the value of medication reconciliation: Part 1 – Admission | • **Ms Tania Watene** Pharmacy Adult Services Coordinator, Mater Health Services  
• **Dr Treasure McGuire** Assistant Director of Pharmacy, Mater Health Services  
• **Ms Yang Liu** Senior Pharmacist, Armadale Health Service  |
| 10.50 – 11.00 | Panel Session: Questions and Discussion      |                                                                         |
| 11.00 – 11.20 | Morning Tea                                  | Facilitator: **Dr Megan Robertson**, Director of Research, St Vincent’s Hospital, Melbourne |
| 11.20 – 11.35 | Medication reconciliation: Private vs Public, does it make a difference? | • **Ms Tania Watene**, Pharmacy Adult Services Coordinator  
• **Dr Treasure McGuire**, Assistant Director of Pharmacy, Mater Health Services  |
| 11.35 – 11.50 | Medication reconciliation: A rural perspective | • **Ms Gabrielle Couch**, District Pharmacist, MHDA Pharmacist, Southern NSW Local Health District  |
| 11.50 – 12.10 | Medication reconciliation: Whose job is it anyway? | • **Ms Ann Whitaker**, Senior Clinical Pharmacist Redland Hospital  
• **Ms Deb Miller, RN**, Redland Hospital  
• **Dr Catherine McVeigh**, Geriatrician, Prince of Wales Hospital  
• **Ms Dana Strumpman**, Senior Pharmacist Clinical Services, Prince of Wales Hospital  |
| 12.10 – 12.25 | Medication reconciliation: Tracking the patient journey | • **Ms Linda Graudins**, Senior Pharmacist, Medication Safety Alfred Health  |
| 12.25 – 12.35 | What would consumers like?                   | **Ms Patti Warn**, Consumers Health Forum of Australia                  |
| 12.35 – 12.55 | Panel Session: Questions and Discussion      |                                                                         |
| 12.55 – 13.40 | Lunch                                       |                                                                         |
# Afternoon Program  Moving from paper to electronic systems

**Facilitator:** Mr Neville Board, Director, eHealth & Medication Safety  
Australian Commission on Safety and Quality in Health Care

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| 13.40 – 14.10 | Integrating medication reconciliation into our electronic medication management system | Ms Maureen Heywood  
Pharmacist – eMedicines Management  
St Vincent’s Hospital |
| 14.10 – 14.40 | eReconciliation: A Tasmanian Perspective                               | Mr Rory Gilmour  
Medical Team Leader – Clinical Pharmacy  
Royal Hobart Hospital |
| 14.40 – 15.10 | Opportunities and barriers to integrating medication reconciliation into an electronic medical record | Ms Maryanne Mollinar  
Systems Pharmacist, Pharmacy Department  
Eastern Health |
| 15.10 – 15.40 | Supporting Medication Reconciliation                                  | Ms Nina Muscillo  
Manager, Medication Safety  
Clinical Excellence Commission  
Mr Andrew Hargreaves  
EMM Project Officer, NSW Therapeutic Advisory Group and  
Clinical Specialist – Pharmacist  
eHealth NSW EMM Program |
| 15.40 – 16.00 | Panel Session: Questions and Discussion                                |                                                                                                                  |
| 16.00       | Close                                                                   |                                                                                                                  |
The WHO High 5s Project is a patient safety collaboration among a group of countries and the WHO Collaborating Centre for Patient Safety in support of the World Health Organization (WHO) World Alliance for Patient Safety. From 2005 through 2014, the WHO High 5s Project developed, tested, implemented and evaluated Standard Operating Protocols (SOPs), published results, and supported an international patient safety learning community.

The Project, which was coordinated by the WHO Collaborating Centre for Patient Safety (designated as the Joint Commission and the Joint Commission International), received generous funding from the U.S Agency for Healthcare Research and Quality, WHO, and the Commonwealth Fund.

The mission of the WHO High 5s Project was to facilitate implementation and evaluation of standardized patient safety solutions within a global learning community to achieve measurable, significant and sustained reductions in highly important patient safety problems. The countries that participated in the High 5s Project are Australia, Canada, France, Germany, the Netherlands, Singapore, the United Kingdom, the United States of America and Trinidad & Tobago. In this collaboration, Canada through the Institute for Safe Medication Practices, Canada (ISMP Canada) led the development of the medication reconciliation Standard Operating Protocol, the United Kingdom led the development of the concentrated injectables protocol, and the United States of America led the development of the correct site surgery protocol. All of the participating countries provided technical expertise in the development of the performance measurement, event analysis, and implementation evaluation frameworks that are integral to the standard operating protocols.

The High 5s Project set up by the World Health Organization in 2007 and coordinated globally by the WHO Collaborating Centre within the United States of America, with the participation of the following Lead Technical Agencies including: Australian Commission on Safety and Quality in Health Care, Australia; Canadian Patient Safety Institute, Canada and the Institute for Safe Medication Practices, Canada; National Authority for Health-HAS, France, with CEPPRAL (Coordination pour L’Evaluation des pratiques professionnelles en santé en Rhone-Alpes), France, OMEDIT Aquitaine (Observatoire du Medicament, Dispositifs medicaux et Innovation Therapeutique), France (from 2011-2015) and EVALOR (EVALuation LORraine), France (from 2009-2011); German Agency for Quality in Medicine, Germany and the German Coalition for Patient Safety, Germany; CBO Dutch Institute for Healthcare Improvement, the Netherlands; Singapore Ministry of Health, Singapore; Trinidad and Tobago Ministry of Health, Trinidad & Tobago; Former National Patient Safety Agency, United Kingdom of Great Britain and Northern Ireland; and the Agency for Healthcare Research and Quality, USA. This work is part of the High 5s Project which has been supported by the Agency for Healthcare Research and Quality, USA, WHO, and the Commonwealth Fund, USA.