

## REDUCTION IN MEDICAL ERRORS

The improved process for medication reconciliation reduces medical errors at a Metropolitan hospital.

### Business Problem

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) gave a metropolitan hospital 45 days to develop a medication reconciliation process with a compliance rate of 80%

The hospital lacked a process for reconciling medications at Admission, Transfer and Discharge

### CGN Approach

- CGN assisted the hospital in understanding the problem, forming a multi disciplinary team
- CGN used lean and six sigma principles to create a new and improved process

### CGN Solution

#### Diagnose

- Set up a cross-functional team together consisting of physicians, nurses, IT, pharmacists etc;
- Established the target compliance at 90%;
- ED and cardiac floor were picked as the pilot areas for the new process; Constructed current state VSM & process flows.

#### Operate

- VOC and process FMEA done; Future state VSM created
- Every nurse and doctor were trained & tested on the process developed by the team; The pilot process showed a compliance of more than 90%

#### Control

- Training material developed for new staff;
- Auditing for compliance was automated
- Weekly review meetings held with nurses

### Customer Benefit

- **JCAHO compliance**- The hospital was able to successfully address the issue identified during the Joint Commission audit and show data to support it
- **Reduced Adverse Drug Events** The new process reduced the incidence of Adverse Drug Event with a estimated cost avoidance of over \$400,000

### SCOPE

*Review and develop an improved process for medication reconciliation*

### BUSINESS DRIVERS

*Medication reconciliation,  
Quality of Patient care,  
Process compliance, Nurse  
Training*



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