

Development of a pocket card to guide medication counseling at hospital discharge

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INTRODUCTION

Medication related problems:

- Frequent, especially during care transitions such as hospital discharge [1]
- Can jeopardize patient safety
 - Measures to prevent them and thus increase medication safety need to be established
 - Discharge medication counseling has the potential to reduce them [2]

AIMS

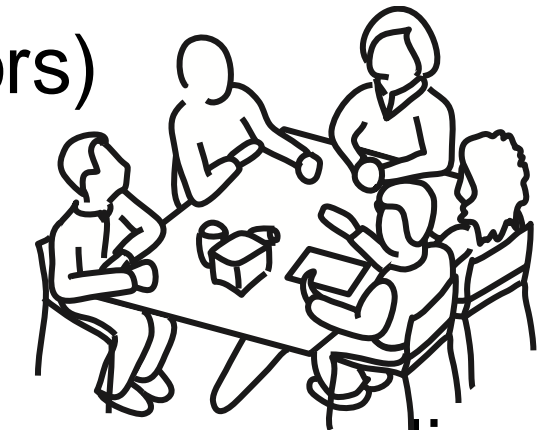
1. Identification of **medication safety hotspots** of the discharge process in the study hospital
2. **Patient perspectives** on discharge medication counseling
3. Obtain an overview of **useful techniques** for medication counseling

- Based on all findings
 - Proposal of a **structured framework** for discharge medication counseling

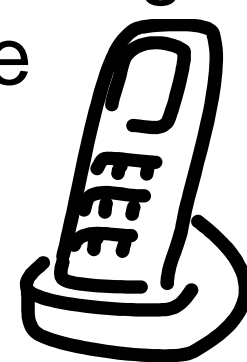
METHODS

This quality improvement project was conducted in the department of General Internal Medicine at the University Hospital of Bern and included the following:

1. Semi-structured **face-to-face interviews** with health care professionals (physicians, nurses, care coordinators)



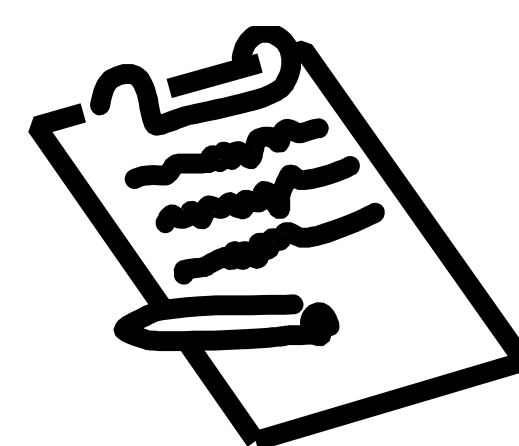
2. **Telephone interviews** about discharge counseling and medication management with patients discharged to home



3. **Scoping literature review** in PubMed, Embase, and CINAHL databases
 - Identification of useful techniques for discharge medication counseling



- Development of a **pocket card** to systematically guide discharge medication counseling based on the findings from projects 1 to 3

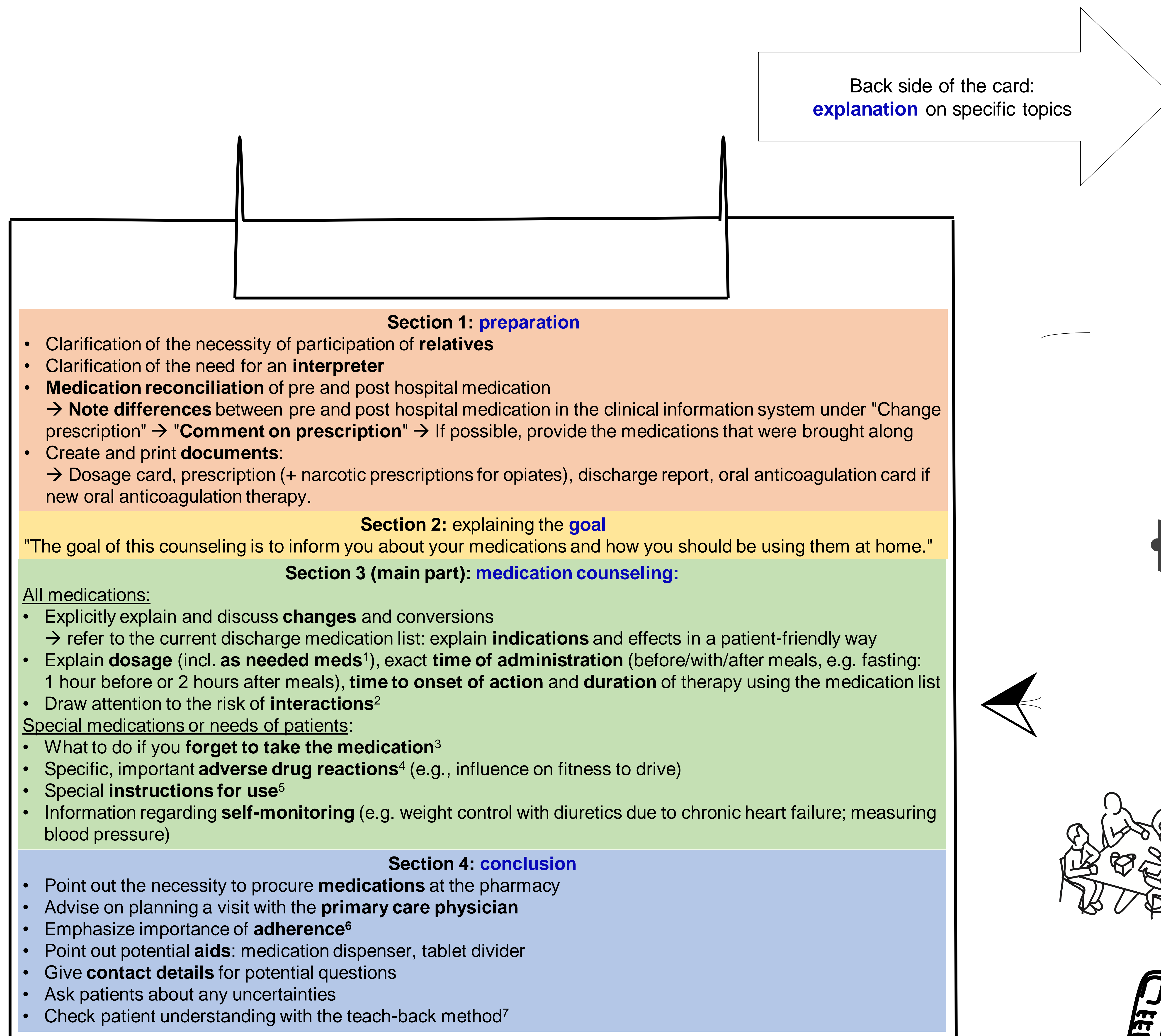


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MAIN FINDINGS



CONCLUSIONS

- Successful **development of a pocket card to systematically guide discharge medication counseling**
- Implementation of the pocket card is envisioned

REFERENCES

- [1] Forster AJ, Murff HJ, Peterson JF, Gandhi TK, Bates DW. The incidence and severity of adverse events affecting patients after discharge from the hospital. *Ann Intern Med* 2003; Feb 4;138(3): 161-7
- [2] Schnipper JL, Kirwin JL, Cotugno MC, et al. Role of Pharmacist Counseling in Preventing Adverse Drug Events After Hospitalization. *Arch Intern Med* 2006;166(5): 565-571

40 included articles:

- Medication counseling can have a **positive impact** on patient safety
- Clinical pharmacists successfully integrated into the process



Discharge medication counseling by resident physicians

Greatest **obstacles**:

- Temporal resources
- Discharges on short notice
- **Non-standardized process**

«We are generally **satisfied** with the medication counseling»

Wishing for **more information** about:

- **Dose** and dose **adjustments**
- **Medication changes**
- **Indications**
- The process of **medication supply**

