Documenting Medications by History During the Admissions Process in the Age of Electronic Health Records & Health Information Exchange: A Participatory Approach to Redesigning Nursing Education

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Background:

Documenting medications by history is a vital first step in the hospital admission process. Today's technological innovations allow nurses to access multiple sources of information from various data sources, thus the potential to document accurate and complete medication list is made even more possible. However, nurses must first be confident in their ability to harness the power of information and functionality available to them.

Purpose:

To redesign the nursing education experience to encourage standard best practices of documenting medication by history at University of Pittsburgh Medical Center (UPMC).

Methods:

Multi-method Participatory Approach:
1) Direct observation of current process in multiple units;
2) Interviews with unit-based pharmacists and pharm-technicians about their personal best practices, most common errors and challenges;
3) A survey of admission-team nurses about personal best practices, challenges and points of confusion,
4) Review of all educational materials offered to nurses and unit-based pharmacists.
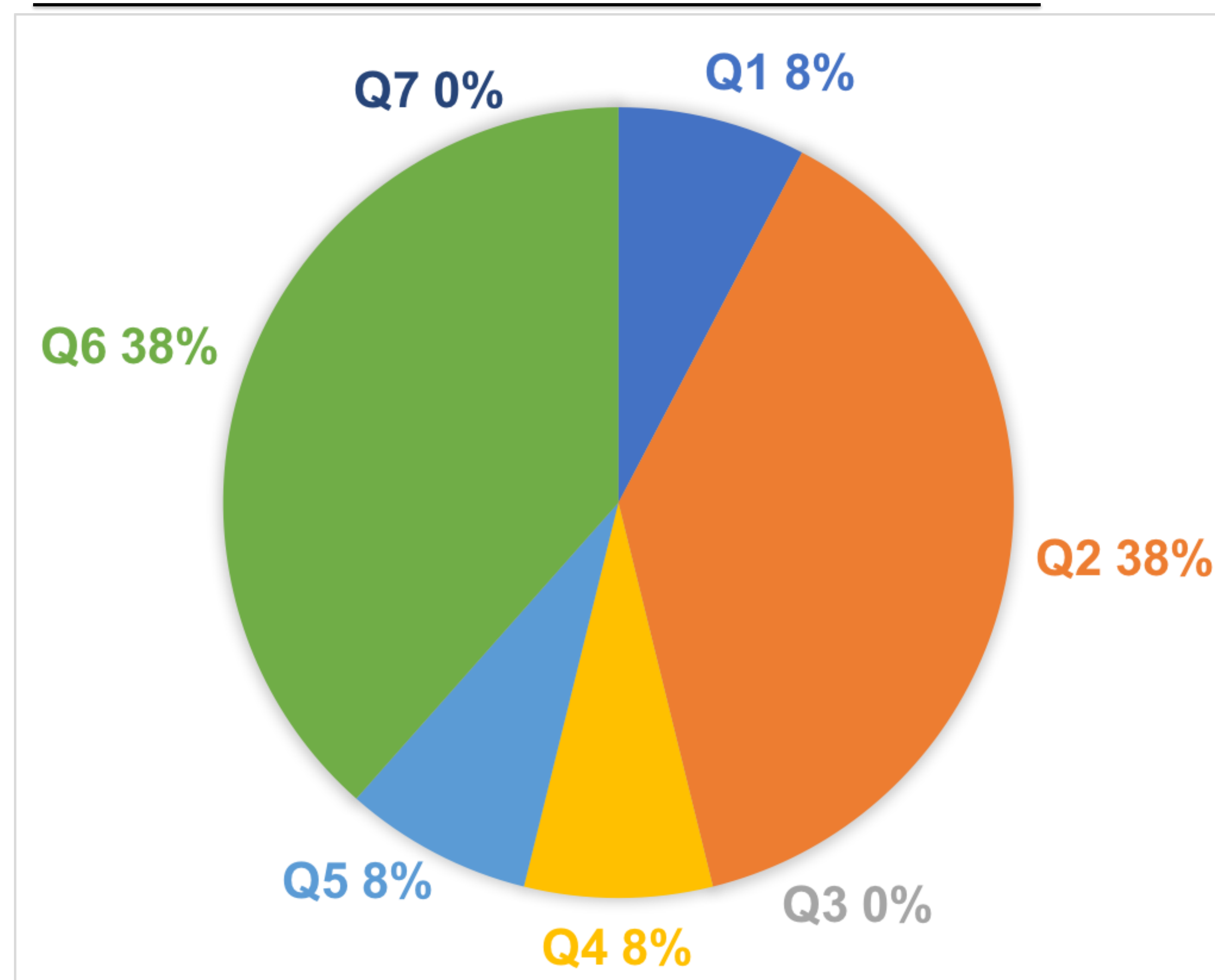
Preliminary Observations:

- Current knowledge and practices were not consistent across units.
- Education materials did not systematically address all current technological capabilities or organizational policies.

Next Steps:

- Redesigned existing materials with hyperlinked table of contents, visual-aids, tips and tricks, and highlighted safety concerns.
- Pilot test the content and layout with the Informatics Working Group using a pre-post survey.

Pre-Survey Results:

Q7 0% | Q1 8% | Q2 38% | Q3 0% | Q4 8% | Q5 8% | Q6 38%

Proportion of survey questions answered less than totally confident (N=14)

Pilot Test Pre- Survey Questions [a]:

1. How confident are you at reviewing medications currently in the system and available from SureScripts using the "Import" function under External Rx History?
2. How confident are you looking up medications through Clinical Connect Health Information Exchange (CCHIE)?
3. How confident are you at documenting the same medications that have multiple doses in a day?
4. How confident are you at documenting medications that are not being taken as prescribed?
5. How confident are you at documenting medications that are on hold?
6. How confident are you at selecting multiple medications at a time to document compliance more quickly?
7. How confident are you at modifying the dose of a current medication?

[a] Answers on a Likert scale: No Confidence, Not Sure, Pretty Sure, Totally Confident

Conclusions:

Using a multi-method participatory approach as the basis for redesigning nursing education of documenting medication by history can encourage confidence in performing standard best practices and full use of all available electronic information resources. Ultimately, contributing to the most accurate medication list possible.