

Pursuing Perfect Care: Improving Chronic Care Outcomes by Treating the Whole Patient

LAURA GREENE: This is Laura Greene from the Healthcare Intelligence Network. Today I am speaking with Leanne Huminski, who is the chief nursing officer of McLeod Regional Medical Center. Leanne is presenting at HIN'S audio conference, on "Pursuing Perfect Care: Improving Chronic Care Outcomes by Treating the Whole Patient." Welcome. And thanks for joining me today Leanne. To being with on the Pursuing Perfection website, McLeod's participation is described as focusing on achievement of higher than national best practice rates for treatment of heart disease and eliminating adverse drug events, capitalizing on enhancements and computer technology and providing expensive training to medical and hospital staff. Is McLeod looking at these areas separately or in tandem?

LEANNE HUMINSKI, CHIEF NURSING OFFICER OF MCLEOD REGIONAL MEDICAL CENTER: Well I would say that from one perspective we're looking at them separately but our methodology is very similar in both areas. As far as eliminating adverse drug events, we definitely are capitalizing on computer technology and enhancements. You could not possibly effect changes in your medication delivery system without implementing technology such as Smart Pumps or the use of Bar-coded medication administration and a computerized medication registration record. I would not say when it comes to heart disease we're actually relying on computer technology as much as we're relying on extensive training to the medical staff and the hospital staff. So from a process perspective the advances that we've made in our best practice in cardiology has been through the process, and in our advances in eliminating adverse drug events we've focused on both technology and process improvement.

LAURA GREENE: Okay, thank you Leanne. During the audio conference you'll be talking about medication management and reducing adverse drug events. According to the Center for Drug

Safety website the cost of treating adverse drug events has topped \$5 billion which may be a conservative estimate. Is the Universal Medication Form available from the Macleod website part of your initiative? If so can you talk a little bit about its development?

LEANNE HUMINSKI: Sure. Yes indeed the use of universal medication form is part of our initiative. In fact, we started working on medication safety for a number of different perspectives back in 2001. And at that time McLeod worked with members of the South Carolina Hospital Association to develop the Universal Medication Form. It initially was developed at Anderson Medical Center, and brought to the South Carolina Hospital Association where we looked at both the process and tweaking and revising the form somewhat to make it user friendly. Then we participated in initiative to spread the use of the form throughout the state of South Carolina. So yes, the Universal Medication Form was the very first step that we took in medication reconciliation. That's part of the discharge process, when the patient goes home, we also looked at the on-boarding process for medication safety for medication reconciliation. And then we looked at the transfer process.

LAURA GREENE: Okay. And how are you educating patients and providers about the use of this form, since their cooperation is critical to its success?

LEANNE HUMINSKI: Absolutely. The form is present on our website and we do encourage patients to go there to download the four menus that if they need a new one—we have worked with the Senior Citizen's Association here in Florence South Carolina. We've gone out to probably 60 different churches, rotary groups, senior citizen's groups to talk about how important it is to keep an updated copy of your medication in your pocket at all times. We give out copies of the Universal Med Form whenever we go to health fairs throughout the area. Our marketing department

frequently goes out and talks on medication safety and distributes the Universal Medication Form at that time.

LAURA GREENE: Thanks Leanne. What is the role of IT in reducing adverse drug effects? What role is it playing in your medication management program?

LEANNE HUMINSKI: The role of IT or Information Technology in reducing ADE's, we are very reliant on our Information Technology department because IT nursing and the pharmacy played a unique team role in developing our medication safety and our medication safety management program. We are a Siemens' shop, so we use the Siemens' system for our bar-coded medication administration and our Information Technology department was tremendously helpful in working through issues and problems and even creating part of our medication reconciliation process. I think it's very, very important that you have a team approach whenever you're working on medication management. It can't be all nursing, it can't be all medical staff, can't be all pharmacy, can't be all IT. It has to be a true partnership.

LAURA GREENE: Okay. Those are all the questions that I have today Leanne. Thanks for being with us and we're looking forward to hearing from you during the audio conference.

LEANNE HUMINSKI: Thank you.

LAURA GREENE: To register or get more information about this conference, please call 1-888-446-3530. This is Laura Greene for the Healthcare Intelligence Network.