

Develop a Flowchart of Your Current Medication Reconciliation Process

Building a Flowchart Diagram

Below are questions to help you flowchart your current process, new process, or process redesign at admission, transfer, and discharge.

ADMISSION

Medication History

1. Who obtains a medication history?
2. What is captured during a medication history interview?
3. When is a medication history obtained?
4. Where is the medication history documented within the patient's medical record?
5. How is a medication history documented (i.e., structured paper form; electronic entry; etc.)?
6. How do you monitor and measure that medication histories are obtained and documented appropriately?

Comparison (Reconciliation)

1. Who compares (reconciles) medication orders to medication histories?
2. What is the process for reconciliation?
3. When does reconciliation occur?
4. Where is documentation found in the medical record that reconciliation took place?
5. How do you identify which discrepancies require clarification?
6. How do you monitor and measure that reconciliation is occurring?

Orders

1. Who places medication orders?
2. What is the process for ordering medications?
3. When are medications usually ordered in relation to obtaining a medication history?
4. Where are the ordering decisions for each of the patient's current medications documented (i.e., documenting plan to continue blood pressure medication the patient takes at home)?
5. How are discrepancies resolved?

Resolution

1. Who follows up on unintended medication discrepancies?
2. What is the mechanism to resolve unintended discrepancies?
3. When does the followup occur?
4. Where is the documentation located within the patient's medical record indicating that discrepancies were resolved?
5. How do you document resolution or outcome of the intervention?
6. How do you monitor and measure that unintended discrepancies were actually resolved?