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Medication Review Project for the Aspiring MA III

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Background

- There is an ongoing need for clinical education of all caregivers, particularly roles at risk of higher turnover including MAs and PSSs.
- Training that seeks to improve employee investment, increase reciprocity, and helps the employee identify with the organization will enhance the employee's commitment to the company. (Brum, 2007)

Purpose

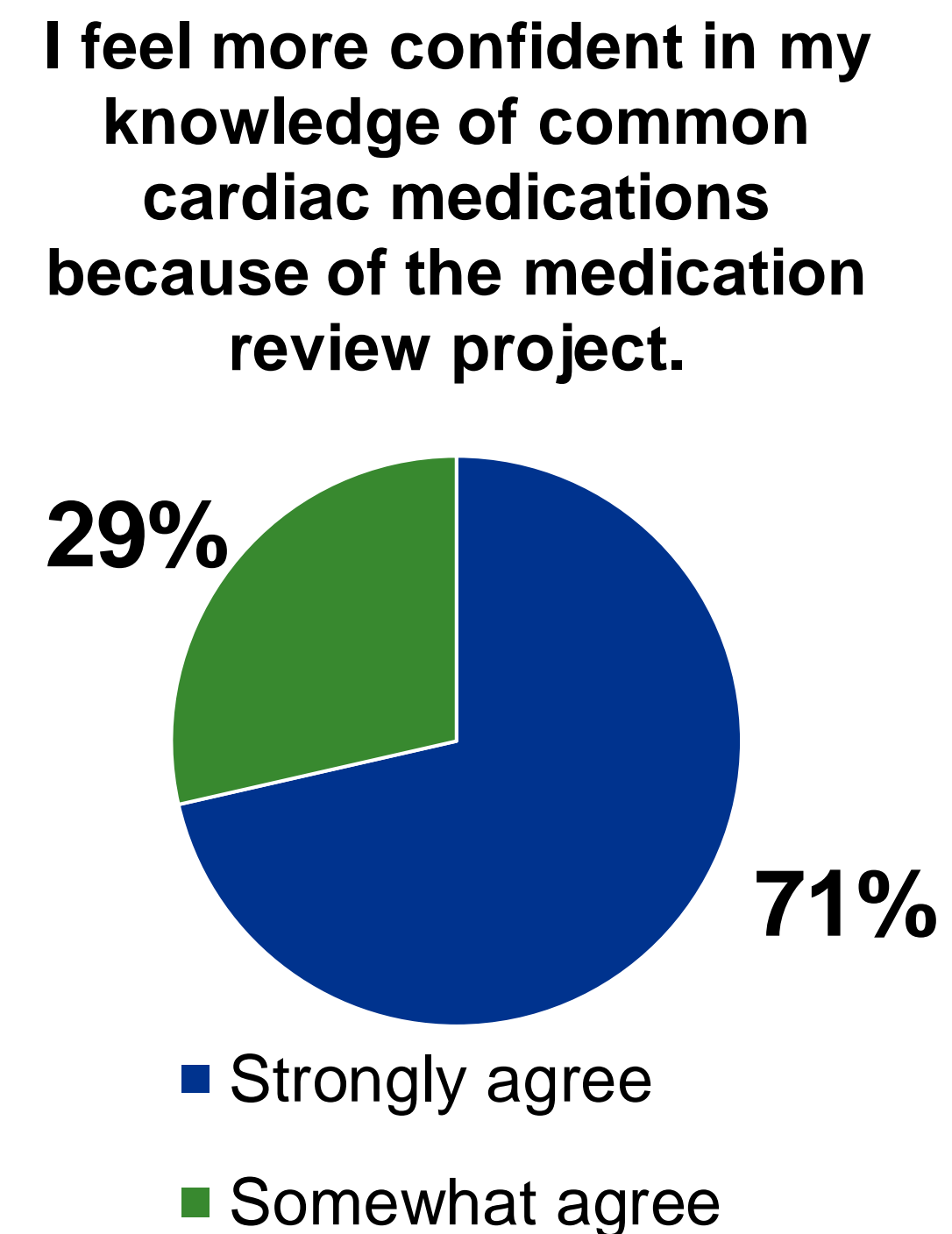
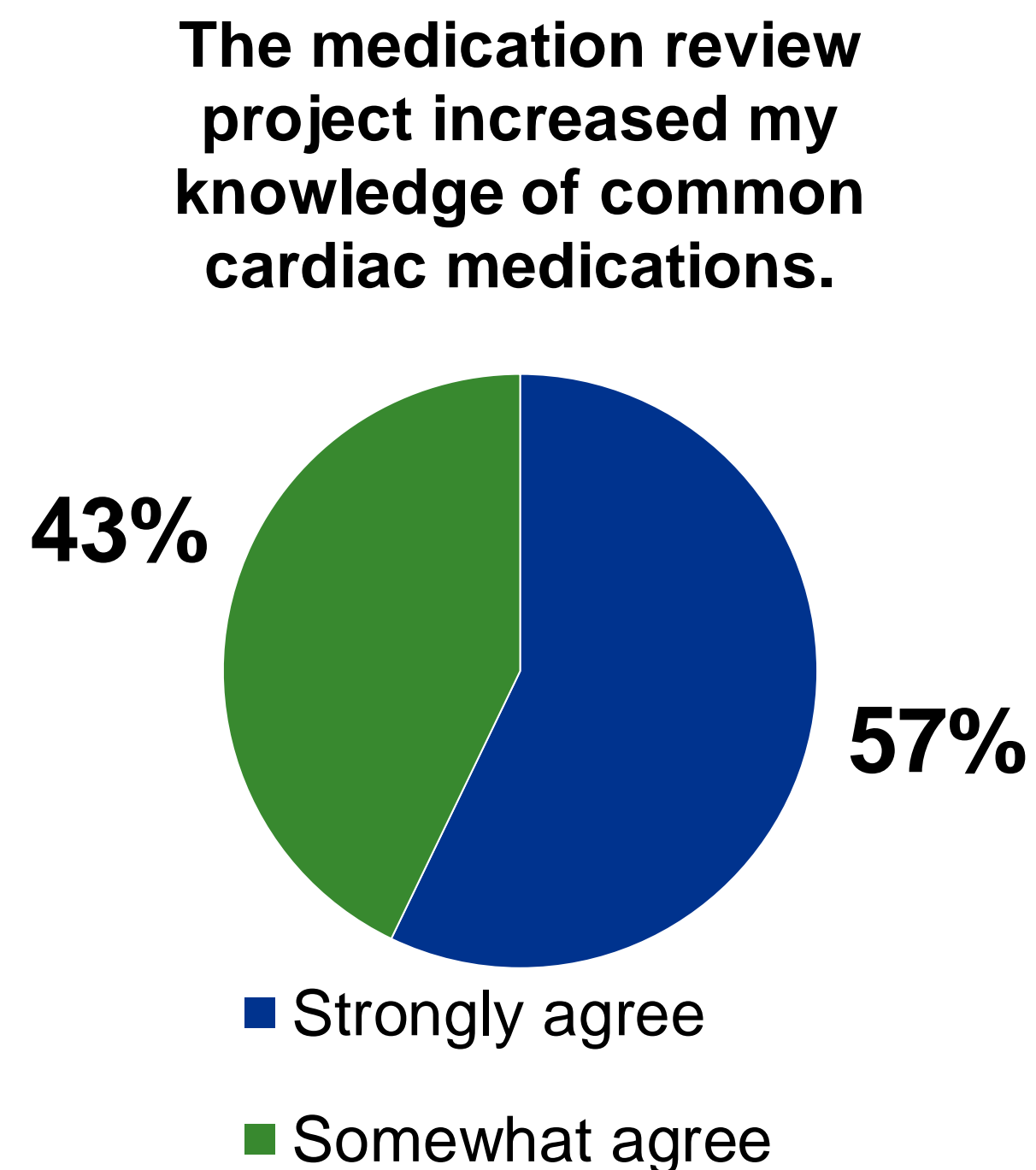
1. Provide clinical education to all caregivers.
2. Increase knowledge of common cardiac medications.
3. Improve patient safety and satisfaction.
4. Develop the MAs knowledge and leadership skills.
5. Promote the MA as a clinical resource for their peers.

Methods

1. Identified 16 pharmacology topics.
2. Created a review template.
3. Created a catalog of learning resources.
4. Completed one review sheet with MA to provide an example.
5. Weekly check-ins to review progress
6. One topic taught weekly on Monday at all-staff huddle.
7. Quiz every Friday.

Results

- Improved knowledge of common cardiac medications
- Increased confidence of medication knowledge among clinical and non-clinical staff
- 57% of surveyed caregivers strongly agreed that the project increased their knowledge, while 71% of surveyed caregivers strongly agreed that their confidence in their knowledge was increased highlighting the benefit of frequent material review
- Increased efficiency of inbasket work



Feedback

- "It is very valuable to learn side effects, adverse effects, and how these medications are monitored when taking telephone messages and gathering more information."
- "This has been really useful. I answer the phone and now I have some sense of medication education and I recognize which are cardiac medications."
- "I feel it has made me more confident while rooming patients."
- "Even though as a PSS we can't give advice, it gives a new level of confidence when talking to the patient that puts the patient at ease."

Discussion

- Make the project work for you
- Ownership = buy in
- Non-clinical staff might surprise you
- Pre-learning assessment would have been useful

Implications for Practice

- Easily adaptable for other clinics
- Materials from this project are posted on SharePoint
- Next steps: new review sheet and resource catalog for common cardiac diagnostic tests/procedures

