



**NATIONAL  
QUALITY FORUM**

Driving measurable health  
improvements together

<https://www.qualityforum.org>

# A Conversation with the National Quality Forum Action Team on Person-Centered Medication Safety

Capstone Webinar

*November 4, 2021*

# Welcome

## National Quality Forum Welcome



**Dana Gelb Safran, Sc.D**  
President & CEO, National Quality Forum

## NQF's Mission, Vision, and Values

### MISSION

To be the trusted voice driving measurable health improvements

### VISION

Every person experiences high quality care and optimal health outcomes

### VALUES

Collaboration | Leadership | Passion | Excellence | Integrity

## Action Team on Person-Centered Medication Safety

- The Action Team on Person-Centered Medication Safety launched in April 2021 and met through November 2021
- The Action Team included 26 diverse member organizations representing nearly every sector of healthcare, including patient and caregiver advocates

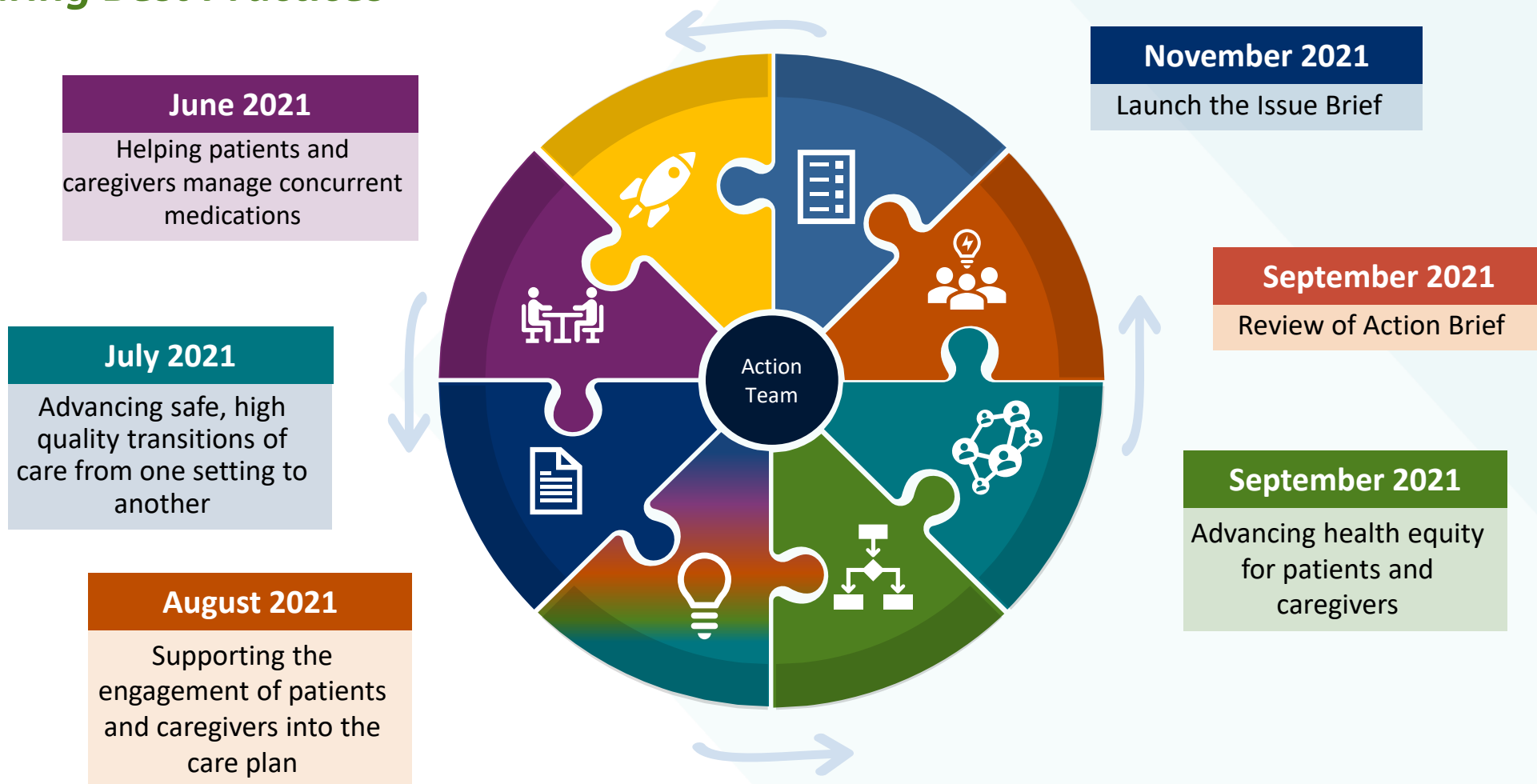
**Action Team goal: Identify actionable strategies and practices that individuals and organizations can use to promote medication safety across the continuum of care**

## Action Team on Person-Centered Medication Safety Members

- American College of Medical Quality
- American Geriatrics Society
- American Occupational Therapy Association
- American Society of Health-System Pharmacists
- Children's Hospital Association
- Consumers Advancing Patient Safety
- Compassus
- CVS-Aetna
- Genentech, Inc.
- Greenway Health
- Health Resources and Services Administration
- Hospital for Special Surgery
- Humana
- Intermountain Healthcare
- Jefferson Health
- Memorial Sloan-Kettering Cancer Center
- Molina Healthcare
- Mothers Against Medical Error
- National Committee for Quality Assurance
- National Patient Advocate Foundation
- Partners Behavioral Health Management
- Patient & Family Centered Care Partners, Inc.
- Pharmacy Quality Alliance
- Teladoc Health, Inc.
- Telligent, Inc.
- Vizient, Inc.

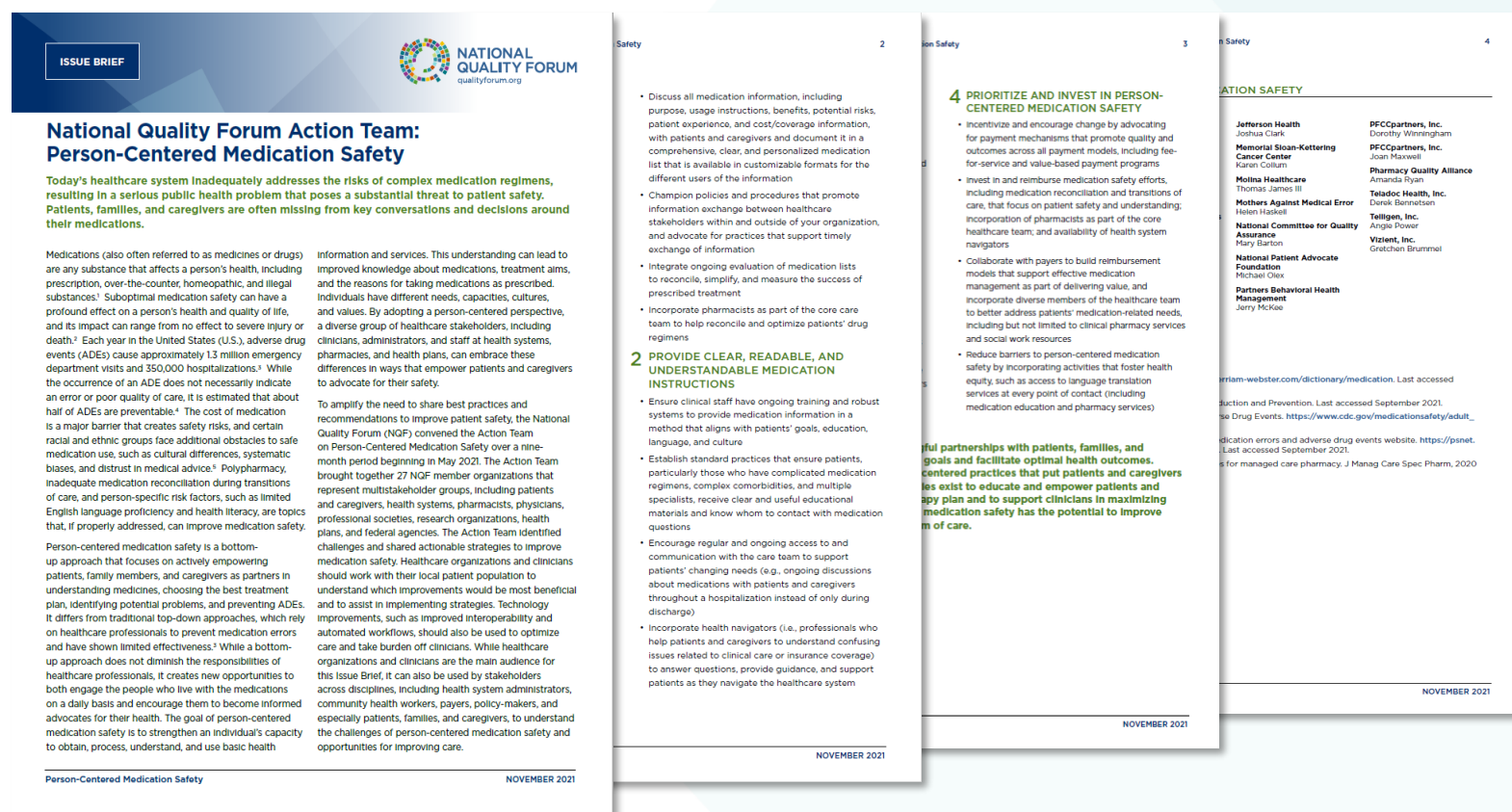
## Action Team Accomplishments Since June

### *Sharing Best Practices*



# Action Team on Person-Centered Medication Safety

## Issue Brief



## Key Challenges

### The Action Team identified priority challenges for stakeholders to address:

- **Complicated medication regimens** can impede the ability of patients, caregivers, and clinicians to appropriately understand and manage medication, particularly for people with multiple complex medical conditions
- **A lack of care coordination and communication** between care teams at various institutions and sites of care results in potentially harmful medication regimens, inaccurate medication lists, and confused patients and caregivers
- **Limited time and resources** in clinical settings lead to insufficient discussion, education, and support for patients and caregivers on understanding and correctly using medication
- **Lack of access to resources and/or contacts** for questions and guidance limits the ability of patients and caregivers to ensure their needs, goals, and questions are adequately addressed
- **Misaligned financial incentives** do not typically reimburse for clinical pharmacist time, extensive education, care coordination, or other resource-intensive best practices that reduce ADEs, empower patients, decrease health disparities, and increase person-centered medication safety

## Issue Brief Recommendations

To support the improvements of person-centered medication safety, the Action Team recommends that healthcare organizations, community stakeholders, and patients, families, and caregivers partner together to:

- Build an Accurate, Beneficial, and Comprehensive Medication List
- Provide Clear, Readable, and Understandable Medication Instructions
- Educate and Empower Patients and Caregivers to Be Partners in Their Care
- Prioritize and Invest in Person-Centered Medication Safety

# Action Team Panel Discussion

## *Action Team Panel*



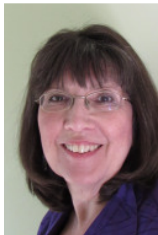
**Bradly Winter**

*Advanced Clinical Pharmacist,  
Pharmacy Services, Intermountain  
Healthcare*



**Helen Haskell**

*President, Mothers Against Medical  
Error*



**Carol Siebert**

*President of The Home Remedy,  
Representing American Occupational  
Therapy Association*



**Co-Moderated by Lisa Morrise**

*Executive Director, Consumers Advancing  
Patient Safety; Action Team Chair*



**Co-Moderated by Mary Ann Kliethermes**

*Director of Medication Safety and  
Quality, American Society of Health-  
System Pharmacists; Action Team Chair*



## Action Team Panel Discussion

### *Audience Q&A*

Please add your  
questions for the  
Panel to the chat  
box



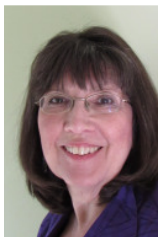
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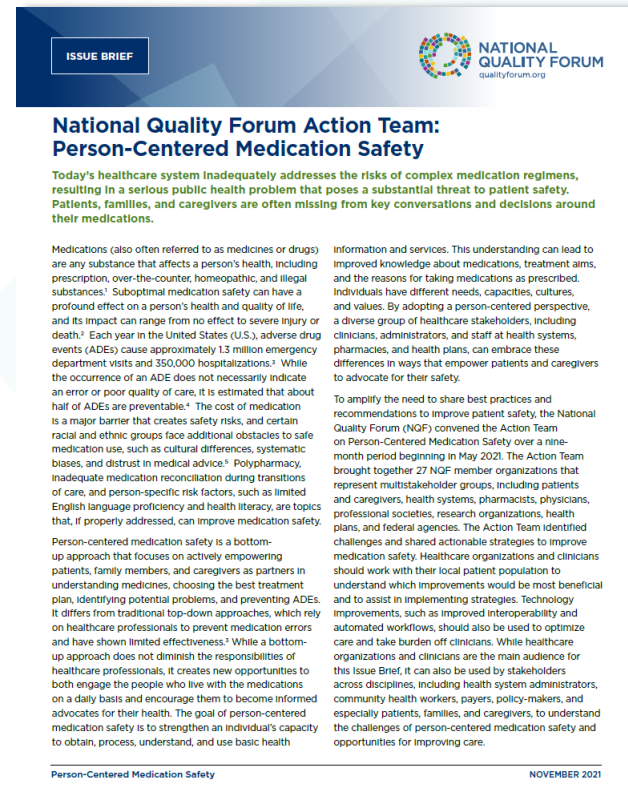
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# Next Steps

# Action Team on Person-Centered Medication Safety Issue Brief is Available Now!

- Download and share the Action Team Person-Centered Medication Safety Issue Brief on the [NQF Website](https://www.qualityforum.org/Issue_Briefs/Person-Centered_Medication_Safety_Issue_Brief.aspx).



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**THANK YOU.**

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