Framework for Primary Care Medication Use and Safety

CARE DELIVERY SYSTEM

EXTERNAL ENVIRONMENT
Community-based health teams / Health Enhancement Communities

SYSTEM/ORGANIZATION
Leadership Commitment — Culture — Medical Specialists

PRIMARY CARE PRACTICE
Dynamic Primary Care Team

Medication Tasks

Patient/Caregiver

Tools & Technology

Medical Home Environment

PREVENT or RESOLVE:
Medication-related Problems
- Inappropriate prescribing
- Medication discrepancies
- Ineffective medication doses
- Medication errors
- Adverse drug events
- Side effects
- Drug interactions
- Medication allergies
- Non-adherence

Utilization Issues
- Unnecessary hospitalizations
- Unnecessary hospital readmissions
- Unnecessary ED visits
- Medication waste

PHYSICIAN ORGANIZATIONS
- ACO — Integrated health care system

State/National Care Delivery and Payment Reform

Health Information Exchange

Risk stratification - Data analysis — IHT

Quality/Performance improvement and reporting

TRANSFORMATION WORKFLOW PROCESSES

Prescribing New Medications
Medication Prior Authorizations
Medication Reconciliation
Medication Assessment
Patient-level Medication Optimization/Management
Medication Renewal Requests
Patient self-management/education
Medication Monitoring
Medical Neighborhood Coordination/Communication
Medication Administration
Population Health Medication Utilization and Outcomes

MEDICATION USE and SAFETY OUTCOMES

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1Adapted from the DEPS 2.0 human factors systems model developed by Holden et al. Ergonomics. 2013;56(11):1669-86.