



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-based Initiative/Program

Central CCAC Medication Management Support Services

Central CCAC's Medication Management Support Services (MMSS) is an award-winning, **collaborative model of delivering in-home medication management** that promotes quality care and safety and builds community capacity to deliver a range of other home care services.

On discharge, 70 per cent of patients do not follow medication orders, resulting in hospital readmission, avoidable emergency department visits and less than ideal health. MMSS engages patients in their own care and promotes health through information, education and personalized medication management.

One of Canada's first community medication management programs, MMSS addresses local and provincial priorities, creating safer transitions and delivering high-quality patient-focused care in an integrated way. It even saves the health system money: over \$325,000 to date. Most importantly, MMSS improves patient health and quality of life. Ninety-nine per cent of patients surveyed rated the service as good/excellent. Sixty-seven per cent reported fewer emergency department visits, 62 per cent a decrease in falls, and 55 per cent less pain. Quite simply, MMSS makes people feel better.

Central CCAC has continuously improved and leveraged MMSS since it was launched in 2008, focusing on people with complex health needs transitioning within the system. In 2013, for example, Central CCAC introduced medication reconciliation for individuals entering long-term care, strengthening the preadmission process and enhancing patient safety. MMSS recently earned the 2013 Canadian Innovative Best Practice Award from National Research Corporation.

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*The information provided above is taken directly from 2013 Minister's Medal applications –
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