What Works in Quality Assurance for Aotearoa's Aged Care Medication Management: Practice and Systems

"Forging Forward for Enrolled Nurses"
47th Annual Enrolled Nurse Section NZNO Conference

May 20 2025

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VICTORIA UNIVERSITY OF WELLINGTON TE HERENGA WĀKA

enliven Positive Ageing Services

Te Whatu Ora Health New Zealand

Key Updates in the Enrolled Nurse Standards

autonomy

cultural competence

expanded nursing functions

01

"Achieving quality in healthcare means preventing errors, not just reacting to them.“

02

"Quality assurance ensures patients receive the right care, at the right time, every time.“

03

"Quality requires a commitment to safer, more effective, and equitable healthcare."

Quality Assurance: kī taurangi kounga

Improved Competence:

Cultural Sensitivity:

Collaborative Care:

Education and Advocacy:

Research Aim & Question

- **Research Aim:**
  Improve safe medication practices through integrated QA processes.

- **Research Question:**
  "Quality assurance in aged residential care medication management, Aotearoa: What works, for whom, and why?"

Relevant Literature

McBride-Henry & Foureur, (2007)	Hughes, (2008):	Garratt et al., (2020):	Leitch et al., (2021):	Collier et al., (2023):
• Standardized Protocols • Interdisciplinary Collaboration • Education and Training Technology Integration • Minimising Distractions • Error Reporting Systems	• Comparative analysis of international medication management policies • Insights into effectiveness	• Medication omission rates in NZ aged care • Need for better protocol adherence	• Explored medication-related harm in general practice • implications for patient safety	• Community pharmacists in enhancing medication safety • Collaborative efforts to prevent medication errors

Realism

- View of Reality
- How Knowledge is Created

Social Constructivism

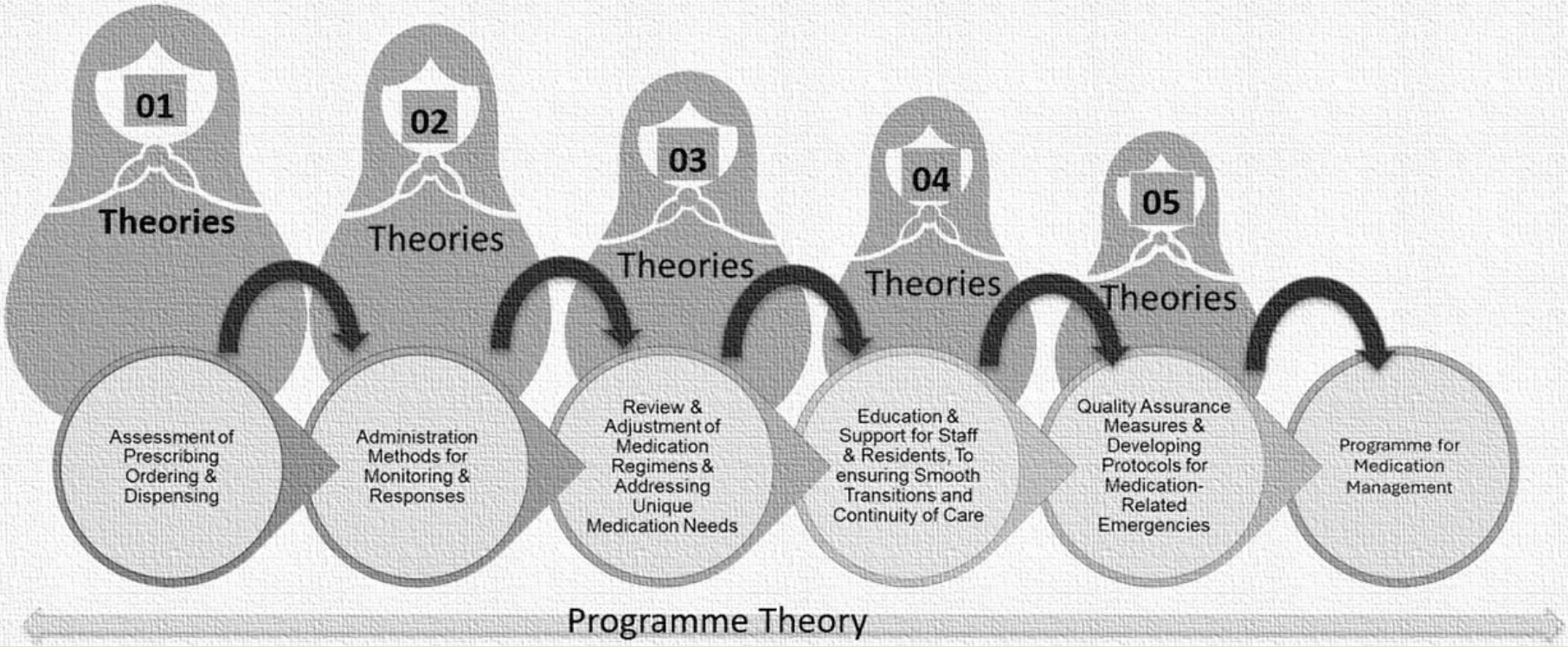
- Meaning to experiences
- Shape knowledge and behavior

Qualitative Approach

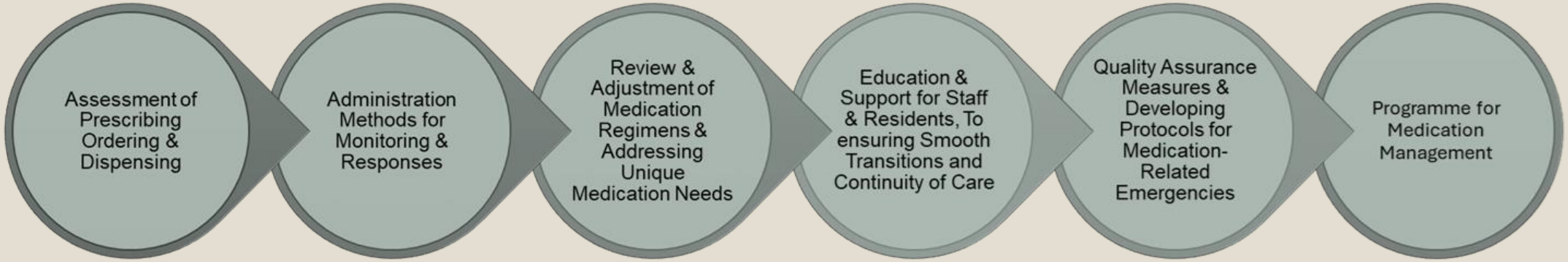
- Direct connection to real-world experiences
- Complexity of multifaceted systems

Focus Groups

- Effective tools for revealing patterns
- To tackle the complexities



- **Realist Evaluation** helps understand **what works, for whom, and in what context**



Why is matters

- Improved Competence:
- Cultural Sensitivity:
- Collaborative Care:
- Education and Advocacy:

What Works for QA in Medication Management – Examples

What works in QA: **Accurate documentation** is essential for **risk management** and **auditing**. By ensuring that are diligent about recording medication-related information, the system can track trends, identify issues, and implement corrective actions more effectively.

What works in QA: **Informed consent** and **patient/resident education** are critical for **safe medication management** in aged care. When you take a proactive role in educating residents and families, they are supporting **empowered decision-making**, which enhances the **quality of care** provided.

What next

Focus groups

For registered and unregistered staff

Any Questions

Do you have any questions or comments?

He pātai āu? / He kōrero āu? (**Te Reo Māori)**

E iai ni au fesili po'o ni manatu?**(Samoan)**

Fēfē koe? Oe uikehe mo e ngaahi manatu? **(Tongan)**

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