

Environment/Equipment

Staff

No central pharmacy database

admin not providing verbal reminders consistently

★ Automatically generated lists not helpful

★ physicians not explaining importance or consequences

Physicians and nurses have no access to ODB

Provider knowledge

Patients not bringing in medications/med lists

Long time from verbal reminder to appointment

low health literacy

★ Written reminder not conspicuous on letter

mobility issues (for bringing meds)

Reminder calls go to voicemail

★ perceives "no change to meds"

no obvious consequences for patients who don't bring meds

cognitive deficits

lack of social supports

Process/Procedures

Patients

Appendix 4: Ishikawa diagram. Please note that the top five causes determined through multi-voting by the project team are indicated with grey stars.