# HAC 2015 ABSTRACT for Oral Presentations

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## Project title
Better, Faster, Safer workflow in Pharmacy

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## Introduction
In Hong Kong, paper MAR is used to support the in-patient medication management process for over 20 years in all HA hospitals. In pharmacy, with the workflow of paper MAR, No workload prioritization can be applied. Fax MAR can be out-of-date. Dispensed drugs may be ended in the ward at the time of dispensing. Drug return can be an issue in all in-patient pharmacies. With the development of In-patient Medication Order Entry (IPMOE) System in Hospital Authority (HA), the workflow in pharmacy is re-engineered to achieve the Better, Faster and Safer outcome.

## Objectives
To modernize the in-patient medication management process in pharmacies with IPMOE to achieve the better, faster and safer outcome.

## Methodology
In IPMOE, a close-the-loop medication management design is adopted. The workflow in pharmacy is re-engineered to cope with the patients' need and increasing service demand. With IPMOE, all prescriptions will be updated to the pharmacy module instantly. Pharmacist can access the complete medication profile clinical verification. Patient safety can be enhanced. With the enhanced system conversion and mapping logic, prescriptions can be automatically converted to the dispensing details. Dispensing practices can be standardized. Manual transcription can be reduced by 95%. Risk of transcription error can be much reduced. Instead of using the fax in time, pharmacy will prioritize the workload in accordance to the drug administering due time. The more urgent the order is, the higher priority will be assigned. Just in time dispensing become possible. The drug will be available in the ward at the time of drug administering. In label management funtion, the most updated information will be used at the time of label printing. Drugs will be sent to the new ward if the patient is transferred. No drug will be dispensed if the patient is discharged. Ended order will be screened out. Modified order will be dispensed with the most updated information. With these new checkings at different dispensing check-point, dispensing of inactive order can be minimized. Ward return can be reduced. Work redundancy in dispensing ended orders and processing ward return can be reduced. With technology, the time of different dispenisng check-point can be captured in the system - time of Clincial Verification, Label Printing, Checking, Send Out. Check and trace of each drug order become possible. Communication between nurses and pharmacy staff on drug status enquiry can be improved.

## Result
With the re-engineered workflow in in-patient pharmacy, 90% of drug can be made available at the ward before the drug administering due time. The turn around time of the drug dispensing process can be shortened. Transcription can be reduced by over 95%. Risk of transcription error can be reduced. Number of near misses is reduced in one hospital review. A better, faster, safer outcome can be achieved with the modernized workflow in pharmacy with IPMOE.