Enhance medication safety and work efficiency by decreasing utilization of emergency drugs supply

Lo CF(1), Ngai WC(1), Cheung WY(1), Chan MY(1); (1)Department of Psychiatry, Tai Po Hospital
Tai Po Hospital

Keywords:
- medication
- safety
- emergency drugs
- incidents
- psychiatry

Introduction
Medication safety of using the Emergency Drug Room was brought to concern as there were 3 medication incidents related to its usage in 2012 in the hospital. Among different departments, the utilization of emergency drugs was highest in my department. In fact, the drug retrieval from Emergency Drug Room by-passed screening by pharmacists and involved additional steps which caused increase risk of medication error. Besides, it caused much workload to pharmacist and nurses. From April to Sept 2012, the drug retrieval frequency in my department was up to 997 times. Thus, the utilization of emergency drug room warranted a review.

Objectives
To keep the use of Emergency Drug Room to minimum so as to decrease the risks and workload related to it.

Methodology
Simple tools from 6 sigma were used to improve the process: (1) Define: Project chart to define the problem, SIPOC diagram to define the process, FMEA was used to prioritize risks and identify quick wins (2) Measure: data about utilization frequency and reasons were collected (3) Analysis: Pareto and Fishbone diagram were used (4) Improve: 2 phases of improvements done on drug supply mode (5) Control: continuous data monitoring to identify special causes for utilization variation.

Result
The drug retrieval frequency in our department was decreased from 997 to 435 times,
which accounted for 56% drop from the period April 2012-Sept 2012 to April 2014-Sept 2014. There was no medication incident related to the use of Emergency Drug Room.