Development of Consensus Medical Reminders for Inpatient Discharge: Delphi Survey

Wong ELY(1), Tang KS(2), Mok CK(3), Yam PW(3), Chan JYK(4), Lao WC(4), Mak SK(5), Chan TY(5), Tsang SWC(6), Lee JSW(7), Wong MML(8), Leung CS(8), Chan KH(9), Luk JKH(10), Fung SY(11), Lui SF(1), Cheung AWL(1), Sze RKC(1), Yeoh EK(1)
(1) The Jockey Club School of Public Health and Primary Care, Faculty of Medicine, The Chinese University of Hong Kong
(2) Quality and Safety Division, New Territories West Cluster, Hospital Authority
(3) The Department of Medicine and Geriatrics, Tuen Mu

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Introduction
Hospital Authority (HA) has launched territory-wide benchmark patient experience surveys (PES) on a hospital services since 2009.   Inpatient experience related to information on leaving hospital was consistently highlighted as an area for improvement.   In order to enhance a positive patient experience on discharge information, an auto-generated Patient Discharge Information Summary (PDIS) was proposed.   Patients will receive printed discharge information upon leaving the hospital including (1) a standardized medication reminder (SMR) which is related to the most relevant and important medication precautions of prescribed medicines to look for after discharge; and (2) the follow up appointments in HA.   This study aims to develop a list of medication reminder to be incorporated in future PDIS system.

Objectives
To establish a consensus among experts on salient medication reminder (SMR) for inpatients discharge with Delphi survey.

Methodology
An expert consensus conference was held to develop a framework for an effective discharge planning system incorporating side effect / danger sign of medication.   The expert panel was consisted of a total of 13 physicians and geriatricians with expertise in inpatient care who were nominated from 7 HA clusters for reviewing the drug statements of the proposed drug entities.   The panel member rated the statements on an ordinal scale (1-5) regarding to three criteria: relevance, importance and clarity. Statements were included in SMR once ≥70% of members rating ≥4 on all three aspects were achieved.   For those statements not reaching 70% of consensus, the statements were revised based on the feedback collected and for another round of Delphi survey.

Result

Thirteen experts experienced in geriatric medicine completed the Delphi survey of 50 drug entities with 911 statements.   After three rounds of Delphi survey, a total of 45 drug entities were included in the SMR.   These drug entities suggestive of higher importance of medication information to both patients and carers.   The study confirmed a mechanism for creating SMR of drug entities using expert consensus conference.   Further study is needed to determine how this information may help to improve patient experience on discharge information of medication.