



Service Priorities and Programmes
Electronic Presentations

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Strategy of Enhancing Compliance on Drug Allergy Check and Mitigating Incident on Known Drug Allergy

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Introduction

Known Drug Allergy (KDA) was reported as the most common Serious Untoward Event (SUE) in Hospital Authority Annual Report on Sentinel and SUE from 2010 to 2016. KDA ranged from 40.2% to 57.6% of the total medication errors. Staff non-compliance with Guidelines on KDA Checking was targeted as one of the key causative factors. Kowloon Central Cluster (KCC) Drug Allergy Check and Alert (2016) was designed to avoid incident of KDA. In view of this, Nursing Department of Hong Kong Buddhist Hospital (HKBH) took an initiative to safeguard medication safety by enhancing staff compliance on drug allergy check.

Objectives

To enhance staff compliance on standard procedures of drug allergy check so as to mitigate incident of KDA. To reduce unnecessary staff operation steps and time in complying the drug allergy check.

Methodology

Surprise instead of announced audit was conducted to view the genuineness of staff compliance on drug allergy check in July 2017. Audit form was formulated from standards in the KCC Drug Allergy Check and Alert 2016. Audit was conducted by pharmacist. Report of the audit was shared in Medication Safety Committee (MSC) and Nursing Supervisor meetings to cultivate a culture of change. Root cause analysis of staff non-compliance was conducted afterward. One-stop designed cabinet for storage of items for drug allergy check was recommended as items were stored discretely before. Follow-up surprise audit was conducted by the same pharmacist to ensure consistency of evaluation 2 months later. Nurse Satisfaction Survey was conducted 2 months after the introduction of the one-stop designed cabinet. Reports

of first and follow-up surprise audit; and Nurse Satisfaction Survey were shared in MSC and Nursing Supervisor meeting to consolidate the change.

Result

58 % and 90 % staff's overall compliance rate were reported in the first and follow-up audits respectively. 55 % increase in staff compliance rate was recorded comparing with the first and follow-up audit. 78 % response rate was recorded in Nurse Satisfaction Survey. 75 % less staff transport journey and 68 % less transport time was recorded respectively. Nurses rated an average 4.118 score out of 5 in the survey on the one-stop design cabinet. No medication incident of KDA was detected.