



Service Priorities and Programmes
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Submitting author: Miss Angel LI

Post title: Pharmacist, PMH, KWC

Medication Safety Round and Hospital Accreditation in Princess Margaret Hospital

Shek CC(1), Ng V(2), Tang MK(3), Li OK(2), Wong SN(4)

(1) Department of Paediatrics and Adolescent Medicine, Princess Margaret Hospital

(2) Pharmacy Department, Princess Margaret Hospital

(3) Department of Medicine and Geriatrics, Princess Margaret Hospital

(4) Quality and Safety Department, Princess Margaret

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Introduction

Medication safety is an essential component in hospital accreditation and it plays a significant role in safe and effective medication management and patient outcome. It is ranked as one of the top clinical risks in Princess Margaret Hospital. In view of its impact, medication safety round was organized at the hospital in 2016.

Objectives

To promote medication safety, to prepare staff for hospital accreditation, to identify good practices and improvement areas, and to increase staff's awareness and knowledge on medication management.

Methodology

A multidisciplinary visit team which included doctors, pharmacists and nurses was formed to conduct medication safety round in 19 wards and departments covering all specialties in August and September 2016. A checklist was developed for the medication use process throughout the patient journey from admission to discharge. Focus areas included drug storage, management of drug allergy, handling of multi-dose medications and patient education at discharge. For each visit, evaluation forms were distributed to staff to assess the overall quality of the visit and the performance of the visit team. A focus group meeting was arranged to share the findings and learning points identified.

Result

Medication safety issues were discussed during the visit with immediate feedback given to ward and department in-charges for areas requiring further improvement. Action plans were formulated by respective ward and department in-charges with clear time lines and responsible persons to follow up and rectify the problems identified. Examples of major improvement plans completed included standardization of drug shelf labeling, medication checking on admission and discharge, and cold chain management for ward return drugs. The identified good practices and

improvement areas were shared with frontline staff at the focus group meeting in October 2016. A total of 29 completed evaluation forms were collected. For overall quality of visit, 99.9% respondents agreed that the medication safety round was enriching and useful in preparation for hospital accreditation. On performance of visit team, all respondents agreed that the visit team members were knowledgeable in the subject field and well prepared.

Medication safety round was an effective tool in promoting medication safety. In addition, it helped frontline staff in preparation of hospital accreditation and enhanced their knowledge on medication management. Sharing and learning culture was established through medication safety round. The hospital was awarded the top level of "Outstanding Achievement" in medication management by the hospital accreditation team in 2016.