



Service Priorities and Programmes
Electronic Presentations

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**Improvement Project on Handling of Discharge Medications for Patients
Discharged by NEATS**

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Introduction

Medications dispensed by pharmacy for patients discharged by NEATS have to be temporary kept and stored in ward before transportation is available. The collection of medications would either put at nurse station or clipped onto the patient's chart board. Incidents relating to these medications were happened at times, including: not being given to patients upon discharge; dispatched to wrong patients, other patients incidentally taken the drugs from the chart board, etc. All these incidents might cause harmful and irreversible outcomes to our patients. Therefore an improvement project of handling discharged medication is identified with high priority after a recent incident.

Objectives

An improvement project for safely handling patient discharge medications was developed and implemented in A7. The aims of this project is: a) to identify a location for safe storage of discharge medications; b) to standardize the work-flow of storing and handling discharge medications; c) to achieve zero incident relating to dispatching discharged medications to wrong patient.

Methodology

The project included three major procedures: 1. Designing a cue card A cue card written with "有出院藥" was designed. The label of the discharged patient is stuck on its right lower corner. The cue card is then stapled onto the NEATS request form, aimed to remind all staff not to miss out the dispensed discharged medications which are kept by us. 2. Re-locate a designated area for storage of the discharged medications To ensure safe custody of medications, the storage of the discharge medication is relocated to the medication cupboard with an open basket which is placed in the lowest shelf of the cupboard. When the discharged medications are dispensed and sent back from pharmacy, the collection of medications are put into the basket, thus the medications can be safely stored and prevent incidentally taken by other patients. 3. Standardize the handling procedures upon discharge Upon discharge, nurse will bring along the cue card to the medication cupboard and take

out the discharged medications for that particular patient. The nurse has to check patient's identity on the discharged medications against the cue card to ensure correct medications are given to patient upon discharge.

Result

The Improvement project was implemented in A7 since May, 2013 and no incident related to handling of discharged medication was reported. Nurses are observed to highly comply with the new practice. Conclusion or Recommendation: Medication safety and patient identification are of paramount importance in patient care. Through implementing this simple, clear and economical workflow in storing and handling patients' discharge medications, safe dispatch of right drugs to right patients upon discharge can be ensure. Apparently, the essence of continuous improvement is basic and important to ensure healthcare quality and safety.