



Service Priorities and Programmes

Electronic Presentations

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Implementation of HKBH Drug Ward Stock Top-up Service by QEH

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Introduction

Before implementing this service, HKBH drug ward stock was ordered through requisition form and faxed to QEH Pharmacy every week. Required stock were prepared and sent to HKBH pharmacy for ward's collection. Nursing staff were responsible for expiry date check and stock replenishment. As the whole process was done manually by nurses, potential problems would arise, such as wrong drug or quantity ordered and stock misplacement. Moreover, shelf location labels were not standardized, stock level was not promptly adjusted and situations of overstocking arose.

Objectives

(1) to improve medication safety (2)to improve inventory management (3)to reduce nursing time and improve satisfaction

Methodology

Ward stock level was readjusted by QEH Pharmacy after discussing with wards. Standardized shelf location labels were implemented. QEH pharmacy staff visit HKBH wards every Wednesday for ward stock level checking and ordering by barcode scanning via the ERP interface. Required stock is sent from QEH to HKBH pharmacy for ward's collection; QEH pharmacy staff replenish the stock to drug cabinets every Friday and carry out expiry date check regularly. For fridge items, Fridge-TO-GO® system is employed to ensure they are kept within the required temperature range. Alert labelling system was introduced to highlight short expiry date; drugs specified in KCC Cross-allergy Reference Table and concentrated electrolytes

Result

1. Enhanced medication safety High risk or LASA drugs are separated in different locations to avoid mix-up. Alert labelling system has increased the nursing staff's awareness on medication safety e.g. allergy risk and expiry date. The use of color labels to identify drugs specified in KCC Cross-allergy Reference Table has heightened nurses' awareness on potential cross sensitivity. E.g. red label for beta-lactam groups, cephalosporins and carbapenems, etc. 2. Improved inventory management The use of standardized location labels with 1-D barcode enables stock ordering via the ERP system; thus improving both efficiency and accuracy,

Information regarding the pack size, refilling and minimum quantity to be kept are also included for nurses' information and monitoring. Physical expiry date check is carried out regularly by QEH pharmacy which also employs the Ward Stock Expiry Date Record System for more effective management. This can minimize wastage of expired drugs by ensuring rotation of stock. Color label is attached and regularly maintained on drugs expiring in 6 months.

3. Reduced nursing time and improved satisfaction

Ward stock top-up service was piloted for 2 weeks in July. Questionnaires were distributed in late July with 91% response rate.

- Average time spent per month on expiry date check, ordering and replenishment were 94, 76 and 85 minutes respectively. Hence, this service has saved an average of 255 minutes for each ward.

On a 5-point Likert scale (1, strongly disagree; 5, strongly agree), nursing staff agreed that the service saved their time from expiry date check, stock ordering, replenishment and reduced workload (scores >4). Also they had more time to focus on nursing related work (score 4.14)

Work done by QEH pharmacy was greatly appreciated by wards; the introductory presentation and management of the drug cabinet were scored above 4.