



Service Priorities and Programmes Electronic Presentations

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In-Patient Medication Order Entry (IPMOE) Live-Run Made Easy Through Proactive Training and Support

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Introduction

Hospital Authority (HA) IPMOE system was implemented in North District Hospital (NDH) in April 2016. This abstract outlines the training processes designed by the IPMOE Taskforce to ensure a smooth hospital-wide IPMOE roll-out.

Objectives

1. Provide user-friendly IPMOE orientation and training
2. Promulgate new workflow practices that are impacted by IPMOE
3. Design simulation training for live-run preparation
4. Support IPMOE go-live process: error-free drug transcription and administration
5. Seek timely feedback for problem resolution

Methodology

A demonstration site and classroom were established at NDH 20 weeks before IPMOE roll-out to support IPMOE training.

Mandatory Orientation Session

This 30-minute orientation session with high trainer support (1:5 trainer to staff ratio) aimed at familiarizing colleagues with basic equipment set-up and workflow.

Mandatory Classroom Tutorial

This HA-designed 2.5-hour comprehensive training provided knowledge on the IPMOE system's fundamental features with practice scenarios. An overview of how IPMOE would impact on NDH local practice and sharing of workflow changes was discussed. Topics covered included workflow of patient transfers, Administration

of Medication (AOM) schedules, drug handling during special scenario such as resuscitation, verbal and standing orders, procedure of countersigning and schedule counterchecking.

Self-arranged Refresher Training

Both the classroom and demonstration site were open to booking by departments and individual colleagues respectively for self-arranged additional refresher practice.

On-site Simulation Practice

A demonstration Toughpad with incorporated scenario was loaned to wards one to two weeks before Live-Run to strengthen colleagues'™ readiness.

Mandatory Pre-Live Run drill

Around a week before Live-Run, doctors and nurses participated in a virtual environment that simulated processes from drug transcription to prescription checking, using real patient drug profiles of relevant specialties.

Live-run support

On-site support was provided by NDH IPMOE Taskforce and HAIT during the transcription process from paper medication orders to IPMOE system and during AOM throughout the Live-Run day. Furthermore, a hotline manned by IPMOE nurse was available to answer ad hoc inquiries by ward nurses. Debriefing session was held on the same afternoon of Live-Run day to gather frontline'™s feedback, evaluate workflow and resolve issues in a timely manner.

Result

A total of 94 orientation sessions and 33 classroom tutorial were held with 1,093 recorded attendances. Twenty debriefing sessions were held with 161 issues identified and majority (>90%) of the issues resolved. Comprehensive support and adequate staff preparation led to the successful rollout of IPMOE to 17 wards and 8 units over three months in NDH.