



## Service Priorities and Programmes Electronic Presentations

**Convention ID:** 726

**Submitting author:** Mrs Chung Yee CHUK

**Post title:** Advanced Practice Nurse, Shatin Hospital

### **Minimize medication error by optimize the use of MAR Fax Cover**

*Chuk CY (1), Wan PY (1)(2), Cheung JH (1), Man HK (1), Ng RWP (1), Shum EPS (2),  
Chui MYP (1)(2)*

*Shatin Hospital (1) Bradbury Hospice (2)*

#### **Keywords:**

Medication error

Fax cover

MAR

Workflow

#### **Introduction**

BBH and SH in-patient medication supply is supported by PWH Pharmacy. Hence, MAR fax cover as a means of communication tool between PWH Pharmacy and clinical units, it is not only for data protection purpose but also facilitates clear information to pharmacy. Some medication dispensing incidents reported by Q&S team may due to unclear message between ward and Pharmacy. Therefore, medication request workflow was revised by Plan Do Check Act (PDCA) cycle to enhance communication and smooth the workflow.

#### **Objectives**

To enhance communication between PWH pharmacy and clinical units to avoid dispensing error due to unclear message.

To smooth medication request workflow by PDCA cycle.

#### **Methodology**

Plan:

1. Since, there is lack of central governance to MAR fax cover, different units are found to have their own style fax covers which may convey different message to colleagues of Pharmacy.
2. Q&S team reported some dispensing errors may due to misinterpretation or unclear communication especially for the urgent medication request.
3. Different units in SH, BBH and pharmacy are involved in medication request workflow

Do:

1. Engaged different departments to participate in workflow modification.
2. Reviewed workflow of medication request among departments during service and outside service hours through consultation.
3. Redesigned and unified MAR fax covers according to PWH Pharmacy guidelines, feedbacks of clinical units and PWH pharmacy.
4. Highlighted remarks of the urgent drug request procedure on the New MAR Fax

cover.

5. Endorsed New MAR Fax covers by SH&BBH Nursing Service Committee on 22/12/16.
6. Briefed ward staff to follow the workflow and use New MAR Fax covers for medication requests.
7. Implemented New Fax covers in SH and BBH on 3/1/2017.
8. Central Nursing Division (CND) responsible to govern the New MAR fax covers.

Check:

1. Collect feedback from different units by taskforce members and PWH pharmacy by Q&S team accordingly.
2. Report feedbacks in taskforce meeting and review workflow in March 2017.
3. Review if any medication incidents related to MAR fax cover from 3/1/17 to 31/3/17.

Act:

1. Keep PDCA cycle to evaluate workflow by medication safety taskforce.
2. If no more incident related to fax cover, may discontinue monitoring Fax cover related medication incident from July onwards.

### **Result**

A unified MAR Fax covers were redesigned by engagement of different departments. Expected that clear message can be delivered to PWH Pharmacy and improve communication between clinical units. PDCA cycle will be applied for further workflow improvement when necessary.