



## Service Priorities and Programmes Electronic Presentations

**Convention ID:** 94

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### **Promoting medication safety after implementation of IPMOE – Department of Medicine of an acute hospital**

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#### **Keywords:**

Medication Safety  
IPMOE

#### **Introduction**

Medication errors have been a long-standing factor affecting patient safety. Medication incident remained the top priority of the Risk Registry in NDH. The increasing use of technology, such as the newly implemented IPMOE, has helped to reduce the risk of medication error, but other problems have occurred as a result. Over-reliance on the system may create a false sense of belief that clinical judgment and other safety measures are no longer necessary. The importance of checking Known Drug Allergy may also be under-estimated, as staff may perceive that the system could alert all Drug Allergy entry. Workflow for verbal order has also changed since the implementation of IPMOE.

#### **Objectives**

The objectives of this campaign is to take a proactive step to (1) Create a medication safety mindset; (2) Enhance clinical environment and culture to encourage good practices, right attitudes and habits in the workplace; and (3) Engage patient to report allergy.

#### **Methodology**

The five main elements of this program include: (1) Review and update relevant Administration of Medication procedures and workflow; (2) Staff refresher programme; (3) Develop and design printed materials as readily available memory aids to good practice; (4) Patient engagement in medication safety; and (5) Staff audit and survey. After the implementation of IPMOE, staff refresher programme is conducted within the department. The Programme includes the Administration of Medication with IPMOE training in iLearn, read and sign circular of the updated procedures and workflow (Checking Procedures for Administration of Medication with IPMOE System and workflow for verbal order) to all nursing staffs in the department. Staffs are aided with different printed materials and accessories, such as reminder, poster, medication cutter and tablet pen, to memorize these changes in practice. Patients play an important role in medication safety and they are encouraged to report any known or new drug allergy to staffs as soon as possible. Each patient is given a drinking cup

with report allergy message to increase their awareness. Audit and Survey will be done within the department to ensure that all nursing staffs are aware the importance of medication safety and the latest related procedures.

### **Result**

After the promotional period, all nursing staffs have completed and passed the training in iLearn (Administration of Medication with IPMOE), and read and signed the latest procedures of AOM with IPMOE and workflow for verbal order. Printed materials and accessories are readily available for nursing staffs in the clinical area.

5 patients in each wards, 40 patients in total, are interviewed and they all suggested that the promotion material has reminded and have an encouraging effect on them to report allergy. However, they suggested that the wording on the cup should be larger because they are hard to read. The staff medication survey will be conducted when the promotional programmed ended in February 2017.