A Medication Safety Programme in an Acute Teaching Hospital in Ireland –

Development of a Strategic Plan

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National Medication Safety Intensive Course and Summit: Towards a National Approach

7-9th October 2015
Elements of a Strategic Plan

- Vision
- Aims
- Core Values
- Influences
- Staff Views
- Actions
- Implementation
- Evaluation
Vision

“To drive best practice in medication safety by guiding and collaborating with healthcare professionals involved in the medication use process in order to proactively assess and minimise patient risk, and implement quality initiatives to eliminate avoidable harm from medication.”
Aims

- To drive integration of best practice in every aspect of the medication use process, including the dispensing, supply, prescribing, administration, and monitoring of medication.

- To collaborate with the relevant healthcare disciplines to ensure that implementation of best practice is considered in tandem with the totality of patient care and experience, and embedded into staff education and training.

- To reduce avoidable patient harm and thereby minimise costs arising from increased length of inpatient stay, rescue treatment, and hospital re-admissions to manage medication-related harm.
Core Values

- always have patient safety as the principal focus
- promote a positive safety culture
- have an approachable, non-critical demeanour
- have deep listening skills
- investigate events without bias or judgement
- be preoccupied with failure
- be tenacious in investigating error and driving positive action
Staff Survey Findings

- Focus on error prevention
- First dose IVs
- Under-reporting
- Additional feedback
- Fear of reporting
- Discharge errors
- Quality of prescription writing
Actions: Macro Level

1. Reporting System
2. Data Sources
3. Measurement & Monitoring
4. Education & Training
5. Safety Culture
1. Reporting System

Prior to 2004
• Little reporting of medication errors
• No near miss reporting
• No detailed analysis
• No organisational memory

2004–2007
• Customised, paper-based reporting
• Increase in reporting levels
• Near-miss reporting
• Trend analysis and reports

2008–2015
• In-house designed e-reporting
• Protocol development
• Organisational memory

Future: 2016–onwards
• Integrated safety monitoring
DASHBOARD – Reporting System KPIs

MERP Category of Medication Safety Events Reported, Directorate X, Qtr 3, 2015 (n=145)

Clinical Division Reporting Medication Safety Events, Directorate X, Qtr 3, 2015 (n=145)

Clinical Division Reporting Medication Safety Events, Directorate X, Qtr 3, 2015 (n=145)
2. Data Sources

- Assessment versus standards
- Audit
- Safety culture assessment
- Automated data analyses
- Staff surveys
- Sustainable quality improvement
- Medication Safety Intelligence
- Chart review
- Claims & Complaints
- Reporting System
- Pharmacist intervention data
3. Measurement & Monitoring

2015–2016
- Reporting KPI visibility
- Service-level QS metrics

Future
- Automated data collection
- Benchmarking

2005–ongoing
- KPIs for reporting system
- Gap analyses vs. best practice
- Monitor change projects

2012–ongoing
- HIQA standards
- Activity measures

2015
- Staff consultation
DASHBOARD – Quality Safety Metrics

Directorate X, Quarter 3, 2015

% Medication reconciliations completed for patients reviewed

% Compliance with VTE thromboprophylaxis in medical patients

Irish Medication Safety Network
4. Education & Training

Evolution in staff training/education methodologies

**PAST**
- Teaching/training
- Didactic
- Paper references

**CURRENT**
- Learning
- Blended
- Interactive
- E-references
- Competency-based

**FUTURE**
- Continuous learning
- Simulation
- Mobile technology
- Just-in-time
- ‘Spacing’/’Chunking’
- Pre/post assessments
5. Safety Culture

Optimising Safety Culture

- Measure & Promote
- Data Visibility
- Staff Ownership of Safety
Implementation & Evaluation

Engage staff

Revise & Update

Collaborate & Integrate

Monitor

Adapt
"Neither a wise man nor a brave man
lies down on the tracks of history
to wait for the train of the future
to run over him."

Dwight D. Eisenhower, President of the United States 1953–1961
References


