



Service Priorities and Programmes Electronic Presentations

Convention ID: 402

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Impact of “Justification Form” on Urgent Medication Management

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Keywords:

Urgent Medication

Delayed Treatment

4. Electronic Tracking and Prioritization System

Justification Form

Introduction

Timely provision of medication is crucial to urgent medical treatment for hospital In-patients. However, the proportion of the “Urgent” medication request has increased in recent years to over 40% of total medication management. Such high volume not only poses the question of the genuineness of some requests, the misuse of urgent service may also result in delayed medication treatment to other urgent cases of genuine nature, which adversely affects the therapeutic outcomes of patients.

Objectives

To compare the volume and processing time of urgent medication management before and after the implementation of “Justification Form for Urgent Medication Request - 停一停、想一想！”

Methodology

1. Meeting with stakeholders was held to collect most common reasons of urgent medication request. 2. A “Justification Form” was designed which requires the urgent service requester to indicate the nature of urgency (such as newly prescribed antibiotics, medication for urgent operation, etc.), the number of prescriptions (MAR) and the requester’s name and staff number. 3. The Senior Manager (Quality and Safety) liaised with ward managers for the implementation 4. Electronic Tracking and Prioritization System was used to capture the processing time for data analysis. Comparison was made between baseline data and audit period (14th to 18th December 2015) before and after the Implementation.

Result

1. Volume of Urgent medication Request against all medication requests was reduced from 41% to 29% after the implementation of the “Justification Form” 2. 28% reduction of average processing time from 23 minutes to 16.5 minutes was achieved after the implementation. 3. Percentage of processing time within 60 minutes was improved from 94.5 % to 99.7%