



Service Priorities and Programmes Electronic Presentations

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Enhancement of Patient Admission Process in Medical Unit of a Convalescent Hospital

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Introduction

Newly-admitted patients often fail to receive their first scheduled medications on time due to unsatisfactory processing time, undermining medication safety. Being a convalescent hospital in Tai Po District, Tai Po Hospital (TPH) is responsible for admitting patients from acute units of NTEC medical departments.

Objectives

1.) To identify the main constraints of patient admission process in TPH 2.) To accelerate medication prescription process for newly-admitted patients

Methodology

We first collected data on the duration of each component of the medication delivery process, and we identified dispensary and transportation of medications as the main constraints. A 2-week pilot programme was launched in 2 medical wards of TPH in October 2015. A special yellow sticker was affixed on the prescription sheets (MAR) as a visual label for new patients. The MAR was then faxed to the pharmacy with the label alerting pharmacy staff to prioritize dispensary. Moreover, another set of labels was affixed on the dispatched drugs to alert hospital porters to deliver medications to corresponding wards once they were ready from pharmacy. At the end of the programme, we compared the medication delivery time before and after implementing these new measures. The punctuality of scheduled medication orders was also compared.

Result

A comparison of 22 (pre-) and 32 (post-) patients revealed a 31% time reduction in medication delivery (from MAR reaching the pharmacy by fax to medications arriving at the ward). In the whole admission process, 28% of time was saved (from patient arrival in hospital to drug arrival in ward) ($p < 0.05$). The punctuality rate of medication delivery improved from 44% to 94% ($p < 0.01$). **Conclusion** Significant improvement in terms of medication delivery time was achieved after the

implementation of visual label strategy. Prioritization of medication dispensing to new patients facilitated timely drug distribution and enhanced medication safety.