



Project Name

Enculturating Safety Environment In DEM By Eliminating Medication Errors Related To Nursing Practice Aiming To Reach Zero Harm

Site

Jeddah

Department

Department of Emergency Medicine

Project Status

Completed

Project Start Date

02-01-2018

Project End Date

08-31-2018

Problem:

Why the project was needed?

To align with the organization strategic plan aiming for Zero harm, DEM reviewed the incident report of Medication error related to nursing practice, found that 32 incident occurred in 2017 related to nursing practice.

Aims:

What will the project achieve?

1. To reduce the medication errors related to nursing practice in DEM by 40 percent of the baseline data of 32 in 2017 by the end of 31 August 2018
2. To increase the reporting of medication near misses in DEM by 40 percent of the baseline data of 2 in 2017 by 31 August 2018

Benefits/Impact:

What is the improvement outcome?

- Contained or reduced costs
- Improved productivity
- Improved work process
- Improved cycle time
- Increased customer satisfaction
- Other (please explain)
Click or tap here to enter text.

Quality Domain:

Which of the domains of healthcare quality does this project support?

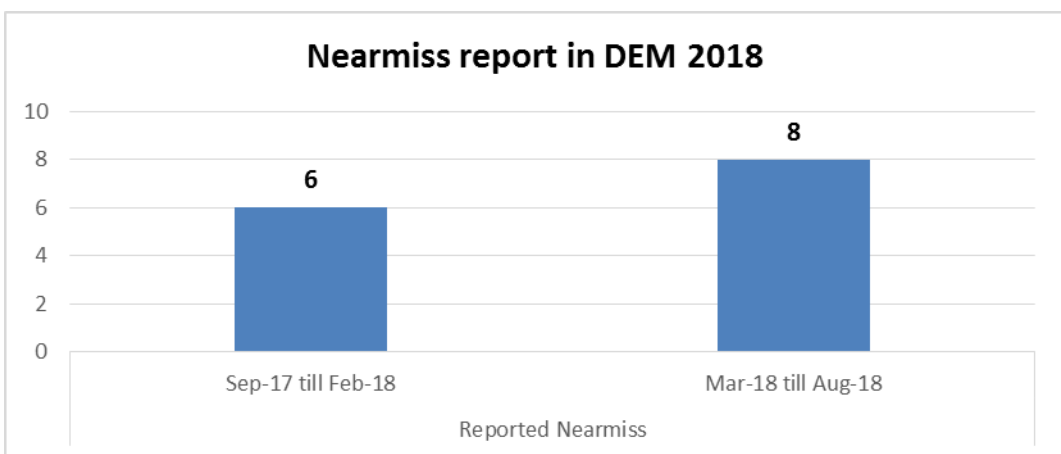
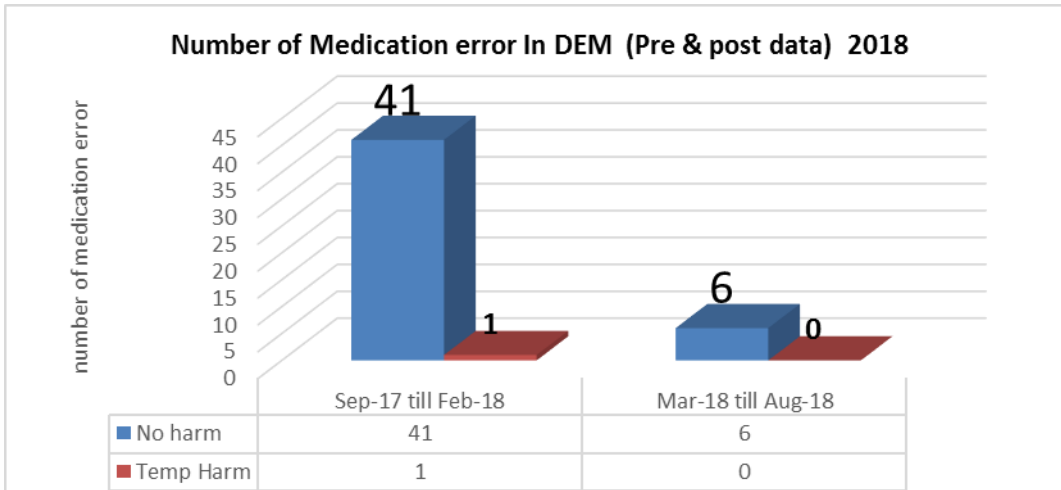
Safe

Interventions:

Overview of key steps/work completed

- Improved staff awareness and information on medication through conducting multiple in-services for all the Emergency staff nurses that included but not limited to the below list:
 - Lexi Comp –Drug Information, Drug –drug interaction
 - Pharm-web, standardized drug Infusion concentration
 - Drug- Food Interaction
 - Therapeutic Class view
 - Firstnet-Icon bar alert awareness
- Improved staff - Staff communication, and increased the staff awareness related to verbal order and telephone order.
- Proper used of available resources for medication safety such as drug information, Pyxis, Clinical Pharmacist etc.
- Emphasized on importance of Medication reconciliation to prevent the discrepancy and perform daily checking on completion Form for admitted patients in DEM.
- Reinforced on importance of patient education - and to use the available material on info-gateway.
- Individualized hands on training and awareness related to medication issue.
- Medication safety Champion from SNI for frequent checking, monitoring the process and continuous education.
- Increased the awareness related to Culture of safety by increase the reporting of near misses and apply an action plan to enhance the culture of safety and prevent harm from reaching the patient.
- Schedule the in-services related to medication safety on quarterly basis as part of Department education plan.
- Area of improvement was identified and a new project is on planning to improve the delay medication administration was considered for continuation for 2019.

Results:



Project Lead

Name

Marwa Abid

Team Members

Names

Samer Dardas (QM facilitator)
 Wadea Beheri
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