



Project Name

To reduce the number of medication discrepancies dispensed from DEM Pyxis Machines.

Site

Jeddah

Department

Click or tap here to enter text.

Project Status

Completed

Project Start Date

02-01-2018

Project End Date

08-30-2018

Problem: Why the project was needed?

DEM received many incident report and complains from pharmacy related to medication discrepancies in DEM Pyxis machine, report was generated BY Pyxis team found the 4th quarter in 2017 as listed.

Medication type		Number of Drug (e.g. Heparin, Ventolin)	Discrepancy Quantity (total number of drug related discrepancy)
1	High Alert Medication e.g. tablets, ampule.	18	139 (tablets, ampule)
2	Regular Medication e.g. tablets, ampule.	78	3105 (tablets, ampule)
3	Multi dose Medication e.g. Syrup.	9	11550 ml (Syrup)

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.

Aims: What will the project achieve?

- **Realistic Goal:**
To reduce the total number of medication discrepancies dispensed from DEM Pyxis Machines in DEM by 20 percent of the baseline data for 4th quarter in 2017 by end of August 2018.
- **Push Goal:**
To reduce the total number of medication discrepancies dispensed from DEM Pyxis Machines in DEM by 50 percent of the baseline data for 4th quarter in 2017 by end of August 2018

Quality Domain: Which of the domains of healthcare quality does this project support?

Safe

Interventions: Overview of key steps/work completed

- Multidisciplinary meeting collaboration was done, identifying the root cause analysis contribution in Pyxis discrepancies
- Increased the nurse's awareness related to Pyxis transaction
- In-services was done for the DEM Staff with hands-on
- Hands on in-services was conducted with pharmacy related the refilling process
- Random audit and observation was conducted to ensure the right process followed and identify other area for improvement.
- New instruction was updated and placed near to Pyxis

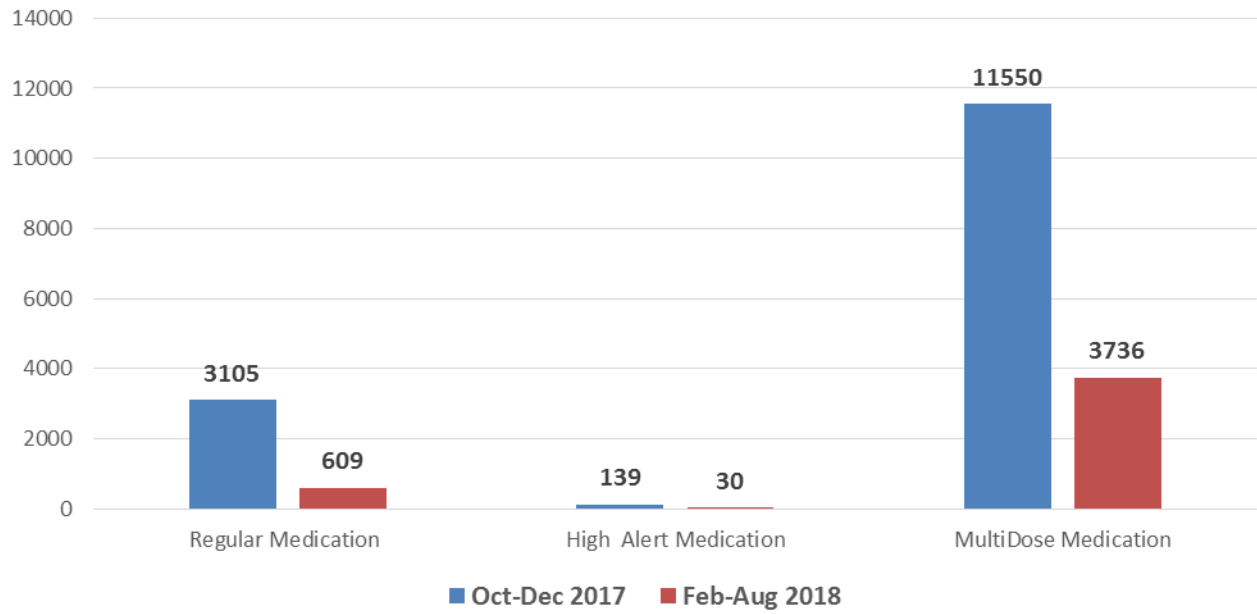
Results:

The goal Achieved with reduction in

- Regular medication 81 %
- High alert medication with 78 %
- Multi-dose medication with 67 %

The total number of medication discrepancies dispensed from DEM Pyxis Machines in DEM by 75 percent of the baseline data for 4th quarter in 2017 by end of August 2018.

Number of Discrepancy Quantity in Pyxis in DEM 2017-2018



Project Lead

Name

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Team Members

Names

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