



Project Name

Expand Discharge Medication Education Program to Include Discharge Orders Faxed Before 4pm And Achieve A 95% Rate of Education for Applicable Patients.

Site

Jeddah

Department

Pharmaceutical Care Division

Project Status

Completed

Project Start Date

03-01-2018

Project End Date

08-31-2018

Problem: Why the project was needed?

Educating discharge patients in their rooms on the floor was not done to a satisfactory level, and as such there was a room for improvement. It is reported in the literature that a percentage of discharged patients, up to 20%, are being re-admitted to the hospital, within 30 days, due to medication related issues. Educating patient on their medication is an effective way for reducing re-admission rate.

Our data shows that only 68% of discharged patient's received specialized discharge counseling "education" by pharmacists for patients with discharge orders faxed before 4:00pm.

Aims: What will the project achieve?

Improve discharge patient counseling "education" from 68% to 95% by the end of August 2018.

Benefits/Impact: What is the improvement outcome?

(check all that apply)

- 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?

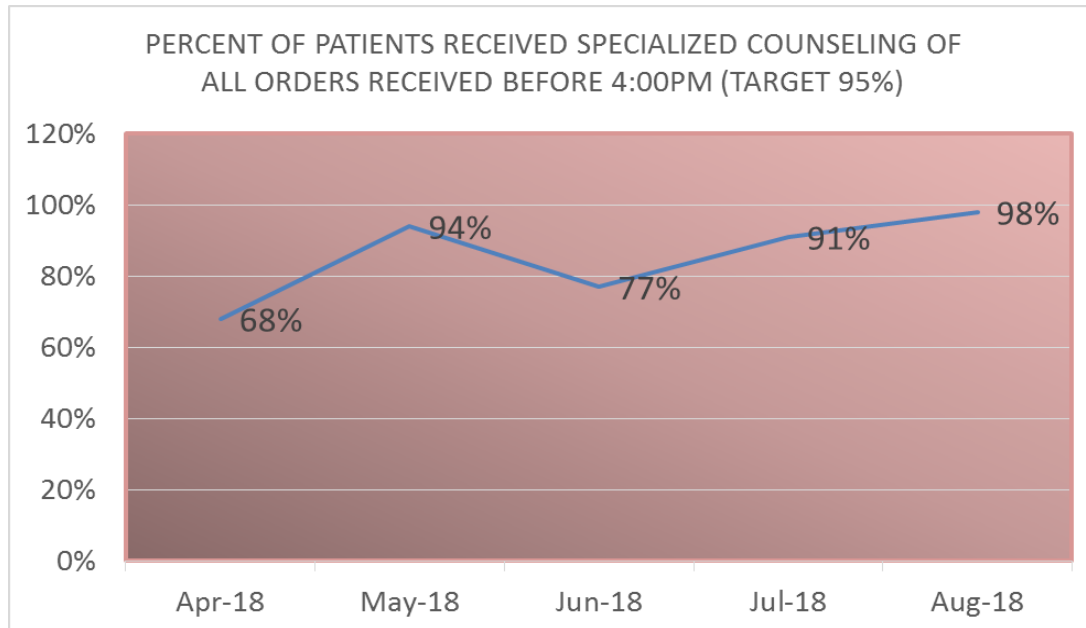
(Select only one)

Patient Centred

Interventions: Overview of key steps/work completed:

- Arranged discharge team breaks in a way that accommodates the peaks in discharge orders received.
- Whenever a member of the discharge team goes on vacation, another staff member was assigned to cover. Patient discharged education was extended to include eligible patients whom discharged orders were faxed to pharmacy by 4 pm (previously was up till 2:30 pm).
- When the clinical pharmacist/Dx pharmacist is not available to leave the pharmacy to deliver the medication to patient room or the patient is in a hurry to leave, the nurse is called to send the patient or representative to the pharmacy where the counseling is conducted by the Dx pharmacist.
- Discharge pharmacist will notify the nurse to inform the patient that a pharmacist will come soon to educate him/her about the medication in their rooms.
- Identified and shared cycle time for each process (for example, PCA pick up time from pharmacy) with involved disciplines.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project.
(insert relevant graphs, data, charts, etc.)



Project Lead

Name

(person accountable for project)

Maheer Barakat

Team Members

Names

(persons involved in project)

Ibrahim Qoulaghasi (QM Facilitator)
Zainab ALrashed
Achraf Bouslous
Rawan Eido
Randa Eldyb
Murooj Shukry