

# Assessing our Hospital Medication System for Patient Safety

Findings and lessons learnt from trialling an Australian modified tool at Waitemata District Health Board

Ng J<sup>1</sup>, Andrew P<sup>1</sup>, Crawley M<sup>2</sup>, Pevreal W<sup>2</sup>, Peach J<sup>3</sup> (<sup>1</sup>Quality, <sup>2</sup>Pharmacy, <sup>3</sup>Nursing and Midwifery) • Acknowledgements: Medication Safety Group and Review Team, Ms Sharon Puddle, Ms Sam Smorenburg



## “Best care for everyone”

Waitemata DHB aims to provide care that is **SAFE**, continuously **IMPROVING**, and amongst the **BEST** in the world.

## What are we trying to achieve?

In order to achieve our aims, we needed a pragmatic and robust method of understanding how we are doing in these 3 areas:

### SAFE

To establish a baseline of safety and track our progress over time

### IMPROVING

To identify gaps and inform strategic plans and service development

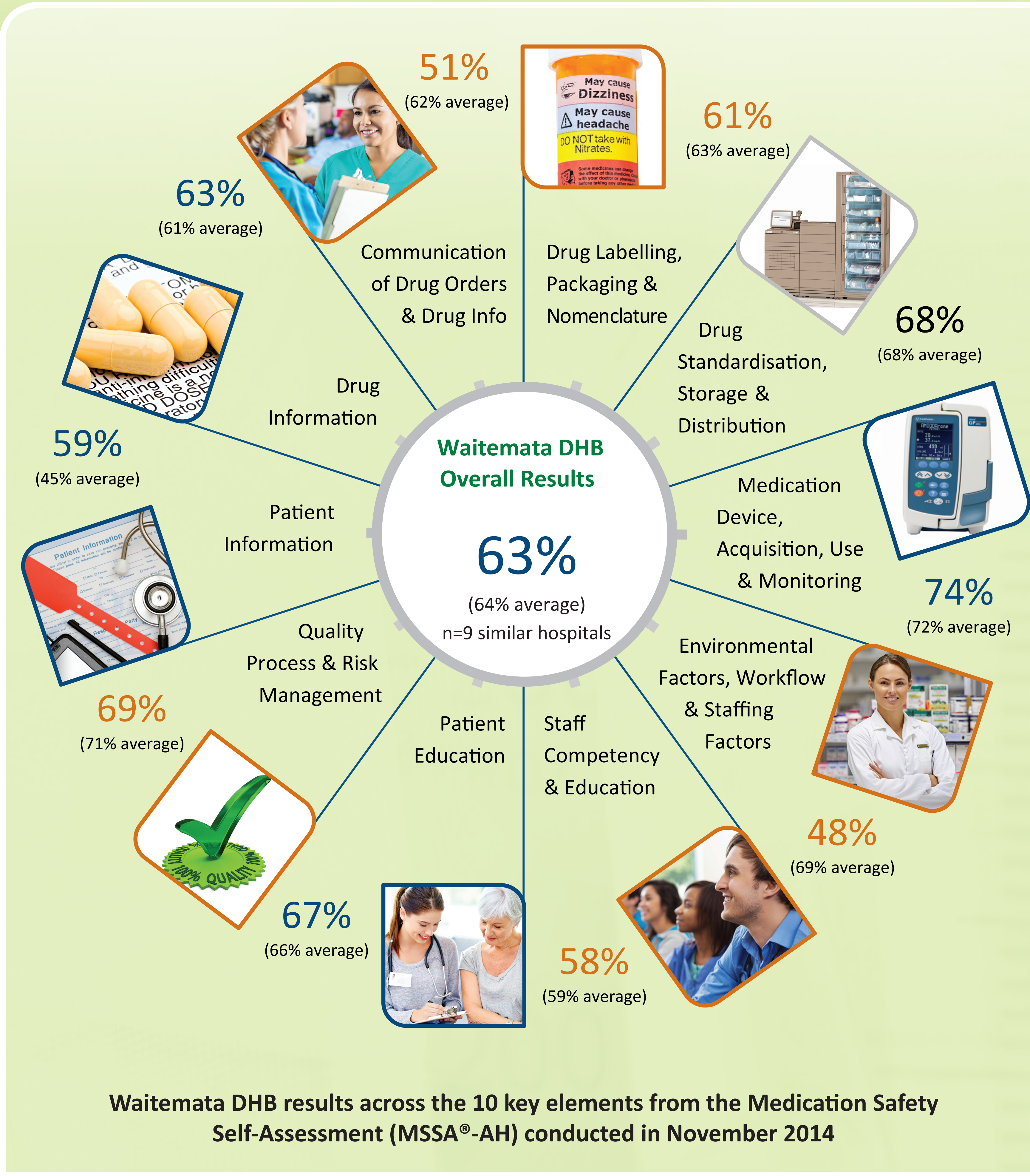
### BEST

To compare against other hospitals and learn from leading organisations

## What is the Medication Safety Assessment Tool?

- The **Medication Safety Self-Assessment** and its Australian modified version (**MSSA®-AH**) has been used as a **validated gap analysis tool** by over 2000 hospitals across the world
- There are **10 key elements of safe medicines use** outlined in the tool, and these are comprised of almost **250 best-practice statements**
- Scores are derived for each element using a **five-point scale**
- A **unique weighting methodology** contained in the MSSA®-AH database quantifies and derives **percentage scores** for each key element. Weighted scores favour practices which are sustainable, system and evidence based.
- These scores allow **comparison over time and between organisations**

MSSA®-AH Best practice statement item	Rating using a 5-point scale from no to fully implemented (possible score)					Actual score (average (avg) and standard deviation (SD) scores from similar hospitals)	Max. possible score
	A	B	C	D	E		
<b>Element 1: Patient Information</b> • Item 1.1: Prescribers and nurses can easily and electronically access lab values for inpatients	(0)	(2)	(4)	(6)	✓ (8)	Waitemata score = 8 (Avg = 5, SD = 2 to 7)	8
<b>Element 2: Drug information</b> • Item 2.1: A complete medication history is obtained on every inpatient and outpatient upon admission	(0)	(1)	(2)	✓ (3)	(4)	Waitemata score = 3 (Avg = 2, SD = 2 to 3)	4
Total scores for illustrative purposes only							12
Percentage score (avg. score of similar hospitals)							92% (60%)



## What did we do?

- We were the first New Zealand DHB to formally use the MSSA®-AH tool in November 2014
- Using the tool, a multi-disciplinary team of clinicians and managers met over 3x 1.5hour meetings to rate practices within Waitemata DHB against the 10 key elements
- Overall results showed that we are **just as safe** when compared with eight other demographically similar hospitals in Australia

## Our areas of success

- Drug Storage & Distribution
  - Pyxis Medstations rolled out to most inpatient areas and EDs
- Medication Device & Monitoring
  - e-Prescribing implemented across 400 beds
  - eMedRec
- Patient Education
  - SafeRx website providing key information for patients ([www.SaferRx.co.nz](http://www.SaferRx.co.nz))

## Our areas for improvement

- Communication of Drug Orders & Drug Info
- Quality Process & Risk Management
  - There is currently no medication safety risk register a cross the organisation
- Workflow & Staffing Factors
  - Staff and workload issues a key priority
- Staff competency and education

## Lessons learned

- The overall hospital percentage score helped simplify understanding of results for non-technical stakeholders
- The overall resources required to complete the assessment were minimal and will be easy to repeat to monitor our progress
- There were additional benefits derived from MSSA®-AH use such as stakeholder engagement
- The use of MSSA-AH is applicable for other hospitals in NZ to assess and compare medication systems for patient safety

## Where to from here?

- We have identified our priorities for improvement and we need:
  - a clinical pharmacy specific capacity plan
  - an organisational wide medication safety risk register
  - a clinician medication safety curriculum
  - a communication plan for medication safety risks and issues
  - to implement barcoding, building on our e-Prescribing system
- The results from this tool will inform our Medication Strategy for 2015-2018
- We plan to repeat the assessment in 2-3 years' time to track our progress

