

Assessing our Hospital Medication System for Patient Safety

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

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"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		
Element 1: Patient Information • Item 1.1: Prescribers and nurses can easily and electronically access lab values for inpatients					✓	Waitemata score =8 (Avg = 5, SD = 2 to 7)	8
Element 2: Drug information • Item 2.1: A complete medication history is obtained on every inpatient and outpatient upon admission				✓		Waitemata score = 3 (Avg = 2, SD = 2 to 3)	4
Total scores for illustrative purposes only							
						Waitemata score =11 (Avg = 7, SD= 4 to 10)	12
Percentage score (avg. score of similar hospitals)						92% (60%)	100%



Waitemata DHB results across the 10 key elements from the Medication Safety Self-Assessment (MSSA®-AH) conducted in November 2014

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)

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