

PROBLEM

At Hospital Adventista Valle de Ángeles, the use of medications is organized to satisfy the patients needs. The Pharmacy Department identifies the following quality issues:

- 1.Organization and Management:** In absence of a specific policy, family members of patients were allowed for years to provide regular use medications; however, this was done aside from the assessment and monitoring by the Pharmacy Department, with scarce information on medication management.
- 2.Selection and Acquisition:** The quality, expiration date and safety of medications were not documented, without accurate inventories of medications provided by family members, being a consistent source of complaints and lack of satisfaction for patients and family members.
- 3.Storage:** Medications were stored and protected in good conditions in hospitalization; however, the Pharmacy Department stored quantities that could exceed the patient needs.
- 4. Order and Transcription:** The Pharmacy Department used to request replenishment of medication providing a great deal of manual information on notebooks, sometimes with amendments. The Pharmacy Department had no access to review medical orders, and thus, they did not take part in the supervision of accuracy of orders and prescriptions.

TARGET

Main Target: To prevent medication errors in order to limit the possibility of occurrence.

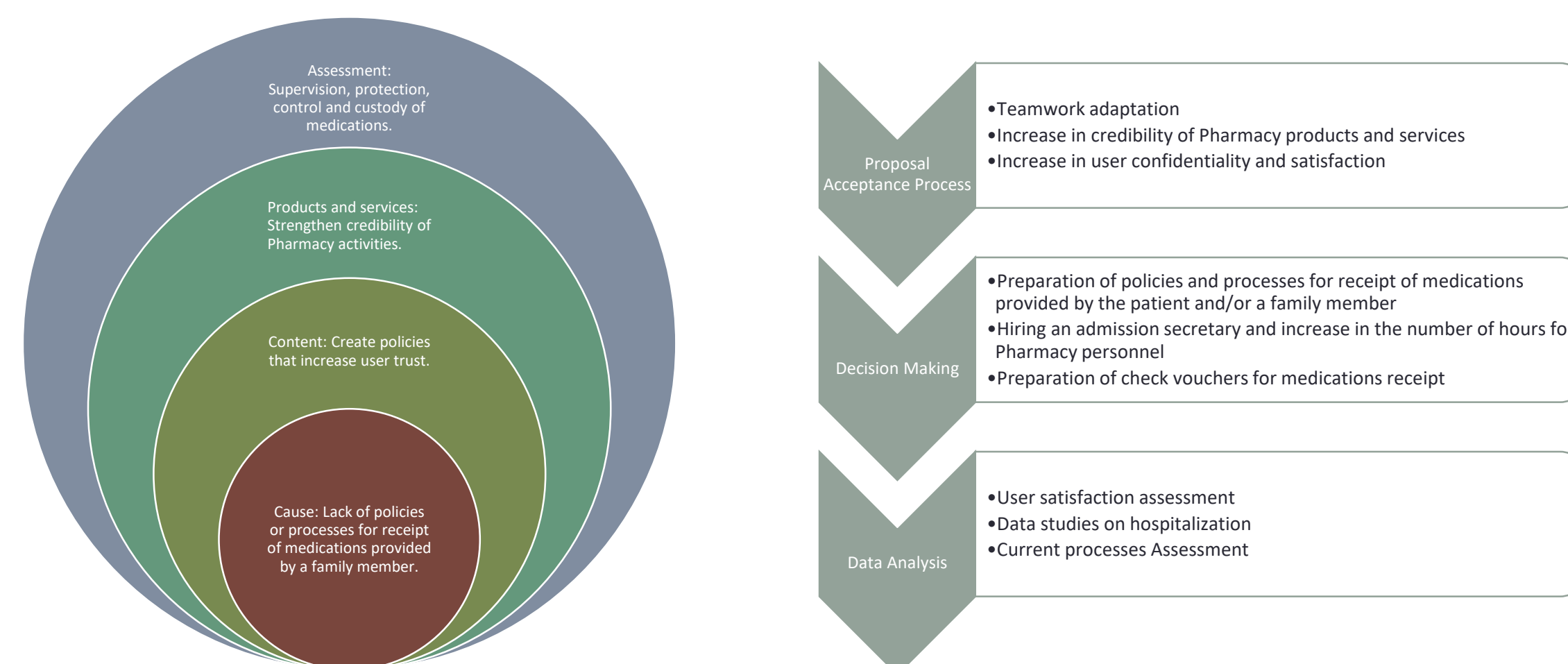
Secondary Targets:

- To define policies for receipt, protection and custody of frequently used medications that are provided by family members of patients.
- To maintain the review of hospitalization medication inventory and stock, with an activity schedule, integrating healthcare professionals involved in medication handling.
- To standardize the receipt of medications and communication with family members, with confidentiality criteria.

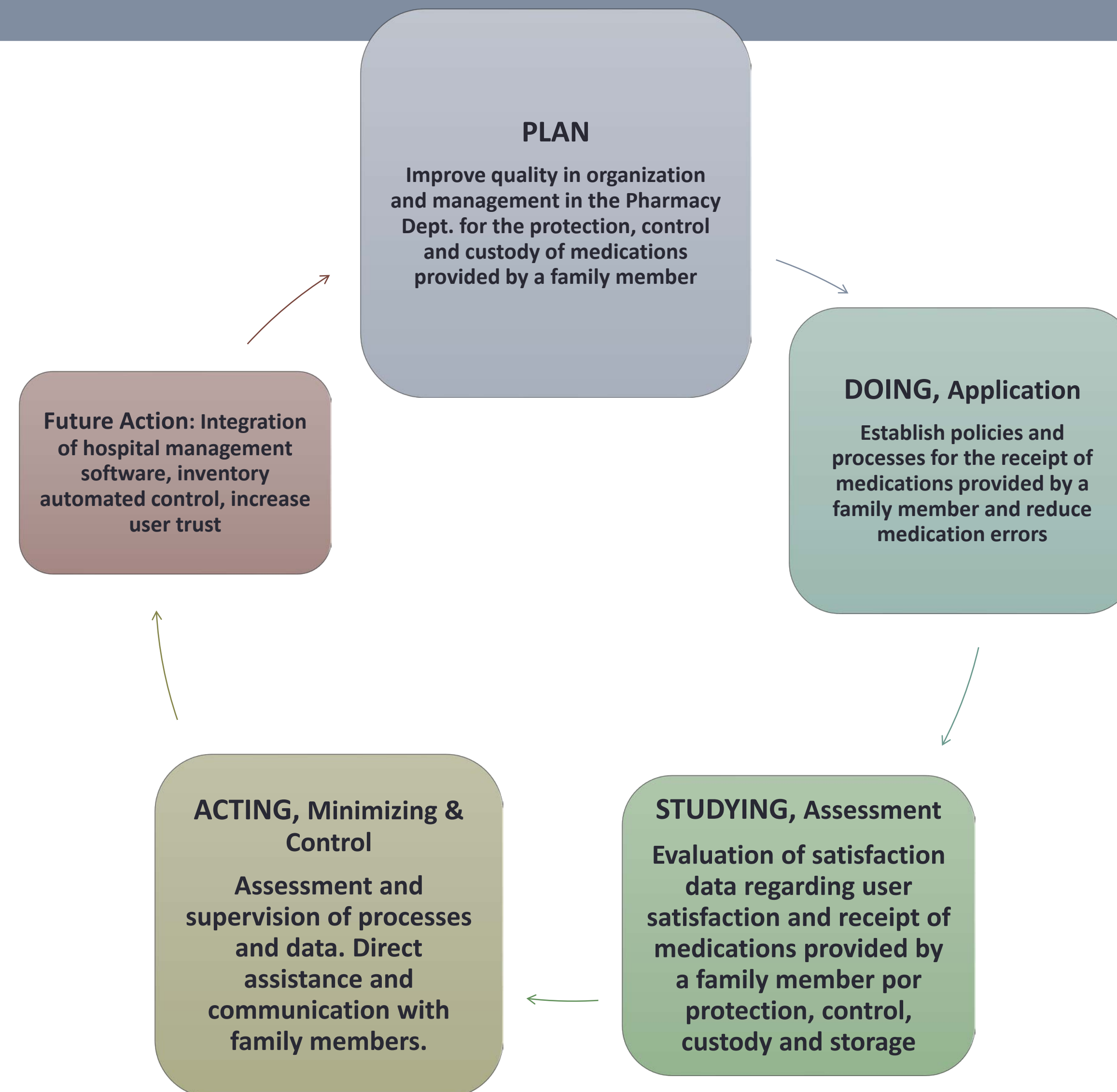
METHOD



FUTURE STATE MAP



PLANNING CYCLE OF DOING, ACTING, STUDYING



Activities 2021	Term of duration												2022
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Current Situation Assessment													
Quality Improvement Analysis													
Preparation of Policies and Processes													
Project Socialization and Execution													
Supervision and Control													
Data Assessment and Comparison													
Process Consolidation													
Inventory Automation													

DATA

Date	Number of patients	Percentage of medications provided by family members	Percentage of medications provided by the adventist hospital to patients	Number of complaints per week	Percentage of reduction in medications provided by family members
July 1st	26	57 %	43 %	3	
October 1st	21	52 %	48 %	0	5 %

OUTCOME

- Preparation of policies and processes for receipt, control and custody of medications provided by a family member.
- Hiring an admission secretary, which duties include sending via intranet to Pharmacy the scanned copy of medical orders, prepared manually and in readable writing or in a computer, without amendments for the acquisition of the associated medications.
- Communication with family members regarding the needs of their patient.
- Review of hospitalization stock and inventories. With custody of medications in Pharmacy and controlled delivery to hospitalization.
- Compliance with the medications delivery schedules on the first days of each month.
- Reduction to zero complaints from family members, patients and personnel.
- A 5% increase of contribution of medications from the hospital Pharmacy to hospitalized patients.

SUMMARY

- The Hospital Adventista Valle de Ángeles offers pharmacy services and with the concern for the organization and management of medications provided by family members or hospitalized patients, considering that the result was zero for this aspect in the JCI assessment. The assessment of continuous complaints and the lack of control of medications provided by family members or patients is initiated.
- The creation of job positions and extension of number of hours for part-time personnel in Pharmacy, the verification of hospitalization data and features of selection, acquisition and storage of medications are under review.
- Planning of the activity schedule and schedules for delivery, supervision of stock and inventories, the steps to be established as part of the institution's policies, there is socialization with the personnel in each step and a 5% reduction in medications provided by family members was achieved, which translates in an improvement of credibility, in addition to verifying the product quality, expiration date, an improvement in communication with family members, in addition to attaining zero complaints from family members, patients and personnel.
- These facts result in a higher satisfaction and credibility in the institution's Pharmacy services.

MEASURES/STEPS TO BE TAKEN

- Integration of hospital administration software :** align the institution's expectations in digitalizing clinical records, Pharmacy processes and reduction of potential medication errors.
- Automated inventory control:** to visualize the possibility of automating inventories with delivery in real-time regarding medication for patients attending the hospital.
- Increase user credibility.**
- Establish progressive quality improvements after the completed JCI assessment.**