SO, HAPPY? AUTOMATED NOMINATIVE DISPENSATION: SATISFACTION SURVEY OF THE NURSING STAFF

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BACKGROUND

✓ Within the framework of the order of April 27th, 2017 concerning the standard contract of improvement of the quality and the efficiency of the care (CAQES), securing patient’s medicinal care is a priority. The automation of the individual nominative daily dispensing (DDIN) is a mean of securing the dispensation.
✓ Since August 2013, an automated dispensing system (ACCED 220® of the Eco-Dex company) with surconditionnement of the dry oral forms was implemented in the pharmacy.
✓ Its implementation has required many organizational choices within the pharmacy and of the care services.

PURPOSE

Evaluate the satisfaction degree of the nursing staff and their security sense with the automated DDIN.

MATERIALS AND METHODS

An anonymous satisfaction questionnaire was distributed in 13 care services.

RESULTS

80 questionnaires were returned to the pharmacy.

45% of respondents experienced changes in practice following the automation of the DDIN.

Safety drug management

Overall, 84% of the nurses expressed a safety sense with the automated DDIN in terms of drug management, of which 85% for the verification of prescriptions, 87% for the preparation of pillboxes and 80% for the administration of treatments.

Criteria enhanced by automation

The main criteria perceived as improved with the automation of the DDIN were in descending order:
✓ drug identification,
✓ identititovigilance,
✓ number reduction of preparation errors
✓ conformity of pillboxes with regard to the prescription

Optimization of time for the realization of certain stages of drug management

Concerning the realization of certain stages of drug management, the automation of the DDIN allowed a moderate time saving on the preparation of drug distribution (63%) although time spent on orders, drug distribution and administration remained unchanged (56%, 72% and 88% respectively of nurses interviewed) compared to the manual DDIN.

Overall satisfaction

The overall satisfaction rate of the automated DDIN is 90% (rather satisfied and very satisfied) at the European Hospital of Marseille.

DISCUSSION–CONCLUSION

✓ Through this questionnaire, we confirm the degree of satisfaction and safety feeling expected from the nursing staff.
✓ Automation dispensing system ensure safe drug dispensing, but potential errors can possibly be generated due to lack of control due to excessive confidence in the system.
✓ It is therefore necessary to put in place a risk management approach related to this activity.

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