QUALITY INDICATORS IN AN UNITARY DOSE DRUG DISPENSATION SYSTEM: MEASUREMENT, ANALYSIS AND IMPROVEMENT

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BACKGROUND

Quality indicators (QIs) are measures of health care quality in order to achieve the planned results in a Quality Management System.

PURPOSE

To evaluate the results of some QIs in a Unitary Dose Drug Dispensation System (UDDDS) in a Hospital Pharmacy Department (HPD).

MATERIAL AND METHODS

Prospective observational 3-weeks study (September’14) performed in a second level hospital. QIs and standard values (SV) to achieve maximum quality were established by a working group: 2 pharmacists and 1 nurse.

411 beds, 52.8% of them with UDDDS and manual transcription by nurses and validation by pharmacists.

Three days a week a “pilot cart” (PC) was selected by a random method (extraction balls) and checked by a pharmacist. Data were recorded and analyzed, using a form designed for that purpose, Farmatools-Dominion® programme and Microsoft Office Excel®.

RESULTS

9 PC were checked

474 PL
1736 DD
207 PATIENTS

Even though UDDDS may reduce medication errors, the QIs analyzed were superior to SV previously defined. The measurement of QIs showed non-compliance and required corrective actions to resolve mistakes in order to improve patient security:

✓ regular training sessions for HPD staff;
✓ instructive note for nursing;
✓ technical instructions for nursing assistant;
✓ design of a specific form for returned drugs.

CONCLUSIONS

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