IMPLEMENTATION OF THE FIRST MEDICINES INFORMATION SERVICE IN BELGIUM (GPI-CPS5776)

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WHAT WAS DONE?
We implemented the first Belgian Medicines Information Service (MIS) in our university hospital. In several countries, a MIS is common in most hospitals but was, until our project, not available in Belgian hospitals. The following goals were set out:

- To be a central & dedicated helpdesk for medication-related questions
- Promoting safe and rational medication use
- Providing clinical pharmacy ‘on-demand’
- Provide a template for future initiatives

WHY WAS IT DONE?
Medication errors are a major threat to patient safety and are exacerbated by:

- Increasing polypharmacy & complexity of novel therapies
- Insufficient knowledge among healthcare professionals
- Time constraints
- Limited clinical pharmacists’ presence on Belgian hospital wards

An efficient way to provide fast, objective & individualized medication-related information is therefore greatly needed.

HOW IT WAS DONE?

- Literature
- Visit MIS in Imperial College Healthcare NHS Trust (London, UK)

WHAT HAS BEEN ACHIEVED?

Needs and wishes of the hospital personnel

- Survey amongst hospital personnel
- Customize activities

Analyzing enquiries and user satisfaction

- 221 respondents: 113 physicians (15.3% response rate); 103 nursing (6.7% response rate)

Advantages according to MIS users (41 respondents)

- Improved knowledge (81%)
- Positive impact on patient outcome (59%)
- Time savings (56%)

Suggestions for improvement

- Out-of-hours support
- Clinical pharmacist on every ward
- Perception improvement

WHAT’S NEXT?

- There is a clear need amongst healthcare personnel for fast & reliable medication-related information in our hospital.
- We managed to implement a MIS with high user satisfaction and positive impact on knowledge, time consumption and patient outcome, at a reasonable cost, whilst at the same time promoting other clinical pharmacy services.
- For the future, we have to:
  1. Make additional efforts to improve access to & familiarity with this service, and explain potential benefits.
  2. Integrate our MIS as a standard pharmacy activity.
  3. Explore how to share this service with other hospitals in order to optimally use resources, share information and increase expertise.
  4. Explore how to share with primary care and patients.
  5. Demonstrate the impact on clinical & economic outcomes.

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