The effect of a prescriber training intervention on the prevalence of prescribing errors found in an electronic prescribing system

Nevin F1,2, Melanophy G1, Collins A1, Moriarty M1, Courtney G1, Grimes T2, Stephens G2

1. St. James’s Hospital, Dublin, Ireland. 2. Trinity College Dublin, Ireland

WHAT WAS DONE?

- Pre-intervention audit of prescribing errors
- Clinician feedback questionnaire and observations
- Analysis of findings
- Targeted classroom-based training intervention
- Post-intervention audit of prescribing errors
- Analysis and comparison of findings

WHY WAS IT DONE?

- The literature stresses the importance of training for users of electronic prescribing systems (ePSs).
- There is a lack of evidence in the literature to demonstrate the effect or impact of ongoing training.
- Aims:
  a) Determine the effect of a training intervention on the prevalence of prescribing errors in an ePS.
  b) Inform the case for staff training resources for ePSs.

HOW WAS IT DONE?

- Audit and feedback methods used.
- Key stakeholders recruited and assisted in the planning and delivery of the study methods.
- Key stakeholders used to gain participant buy-in.
- Audit tools and questionnaire were piloted to test their design and allow adjustments based on feedback.
- Training intervention informed by audit results, questionnaire, and observations.

WHAT HAS BEEN ACHIEVED?

- Significantly more medications prescribed pre-intervention contained one or more errors when compared with post-intervention (see chart below).
- Most errors found were deemed to be system-related errors.
- The study demonstrates the positive impact ongoing training can have on users’ interactions with an ePS.
- The study supports the need to provide adequate training resources for users of ePSs.

WHAT NEXT?

- Use the results to:
  a) Highlight that, despite initial training, errors can still occur in ePSs and must be addressed.
  b) Make a case for training resources for ePSs.
  c) Inform system design for ePSs.
- Use the methods to:
  a) Deliver future training interventions

References: