



ROYAL HOBART HOSPITAL

Safer Systems – Saving Lives Project

Preventing Adverse Drug Events Implementing and Sustaining Change

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➤ **Managing Change**

‘Finding the ‘Champions’

Small committed team comprising of a:

- Medical Consultant,
- Pharmacists: Head of Department and two Clinical Pharmacists,
- Clinical Nurse Manager,
- SSSL Project Officer.



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➤ **Defining the Strategy.**

- ✓ Selection and amendment of the reconciliation tool.
- ✓ Selection of the medical unit to be audited.
- ✓ Develop network for data collection, file collation and auditing process.
- ✓ Establishing communication needs and methods.



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➤ **Sharing the Message**

- ✓ State-wide teleconferences with other DHHS hospital sites.
- ✓ Staff education of project aims, methodology and documentation requirements.
- ✓ Staff access to both paper based and Website SSSL project information.
- ✓ SSSL Project promotion in poster format for Consumers and Staff.
- ✓ Peer education within the Pharmacy Department.
- ✓ Hospital Executive and Safety and Quality Committees.



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➤ From Paper into Practice



- ✓ Tested and readjusted MH&R form.
- ✓ Planned and organised document usage/storage issues with Patient Information Management Services (PIMS)
- ✓ In-service education of Medical staff at Medical unit meetings.
- ✓ Communicating findings of change of practice to colleagues.



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➤ Challenges

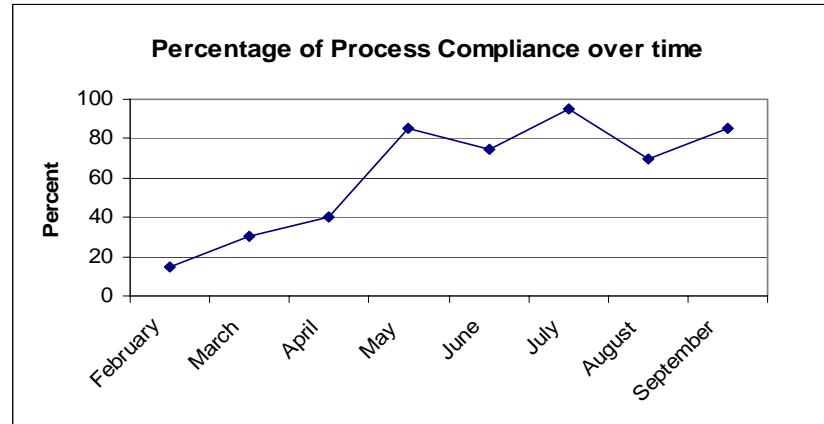
Auditing issues

- ✓ Patients admitted between Friday 5.p.m. and Monday 8.a.m. were missed by Pharmacy Department services.
- ✓ Weekend admission Pharmacy Department follow-up prioritised by severity of illness.
- ✓ Limited MH&R process to the admission stage initially.
- ✓ Time-intensive follow up of paper-based histories.
- ✓ Paper-based to new digital medical records system implemented.



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➤ The Achievements

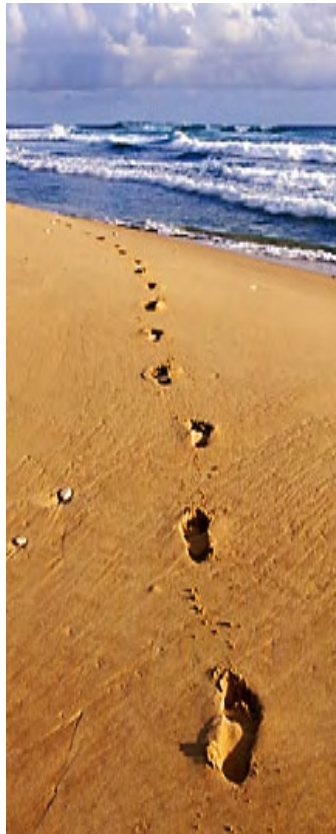


- ✓ Aligns with the Australian Commission for Safety and Quality in Health Care – National Inpatient Medication Chart initiative.
- ✓ Roll out now to other Medical units.
- ✓ Unexpected influence on practice change by other Pharmacists.
- ✓ Medical staff seek MH&R form in history.



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➤ Where to from here?



'Footprints in the Sand'

- ✓ Provides a positive patient safety and quality model for all pharmacists to utilise more widely in practice.
- ✓ Improves communication of identified medication regime and dosage issues across the health care team.
- ✓ Facilitates patient re-admission history taking.
- ✓ Reduces incidence of adverse medication events.