



To Reduce Interruptions during Medication Administration

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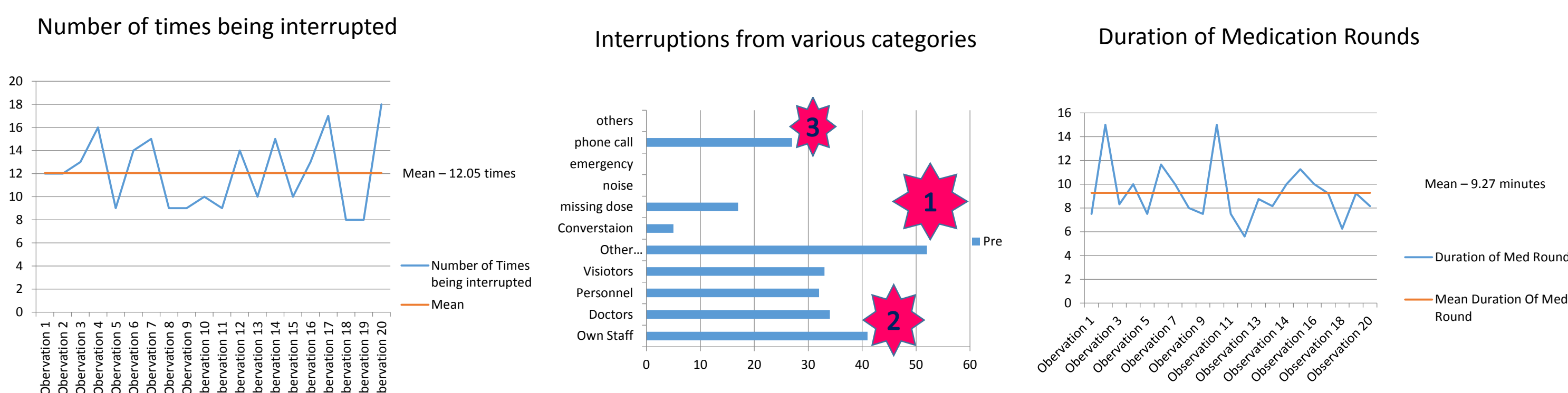
Introduction

Medication rounds is a fundamental task undertaken by nurses and errors can occur at any stage of the medication cycle in acute care settings. For a comprehensive understanding of the effect of interventions on interruptions, direct observation were conducted in Ward 53C and Ward 78 for two weeks to identify the causes of interruptions, and the phases of medication administration when interruptions occurred. The average number (mean) of interruption is 12.05 times per medication round and the average time spent per patient on the medication round is 9.27 minutes due to various categories; other patients, own staff and phone calls. Development, implementation, and refinement of tools to address and manage interruptions/distractions should be an expectation to promote staff satisfaction and enhance patient safety.

Objectives

RIGHT PROCESS. RIGHT PRACTICE. ENHANCE PATIENT SAFETY.

- To reduce interruptions during medication rounds.
- To enhance patient safety.



From the 20 direct observation conducted in Ward 53C and Ward 78, nurses were interrupted 12.05 times (mean) by various contributing factors. However, the top three categories that caused interruptions during medication rounds are:

- Other patients (e.g. call bells, patient request)
- Own staff (junior nurses)
- Phone calls

The average time spent by nurses is 9.27 minutes (mean) per patient during medication rounds.

Methods



Fig. 1 The Medication Administration Distraction Observation Sheet (MADOS) was adopted from the study done by Royal College of Surgeons in Ireland (RCSI, 2014) to record sources and number of distractions

❖ **Direct observation** was conducted during day and evening on weekdays' medication administration in Ward 53C and Ward 78 for to provide baseline data for the average number of interruptions during the medication administration process. Any associated interruptions and distraction were observed and categorized according to the Medication Administration Distraction Observation Sheet.

❖ Patient / Relative Education upon admission

Pamphlet will be given to provide the patient and family with information about the goals of improving safety and the impact interruptions have on the medication administration process. Patient education is provided in four languages (English, Chinese, Malay and Tamil).



Fig. 2 English

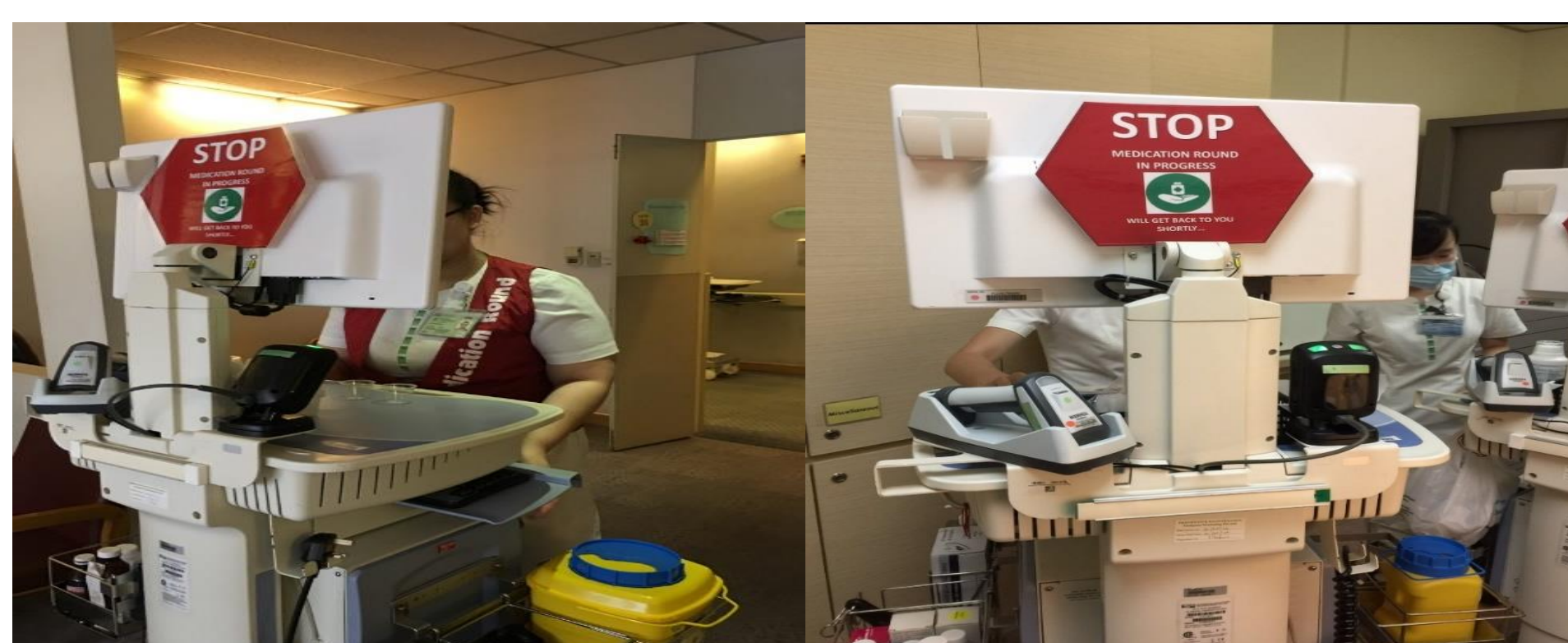
Fig. 3 Chinese

Fig. 4 Malay

Fig. 5 Tamil

❖ Medication Round Signage

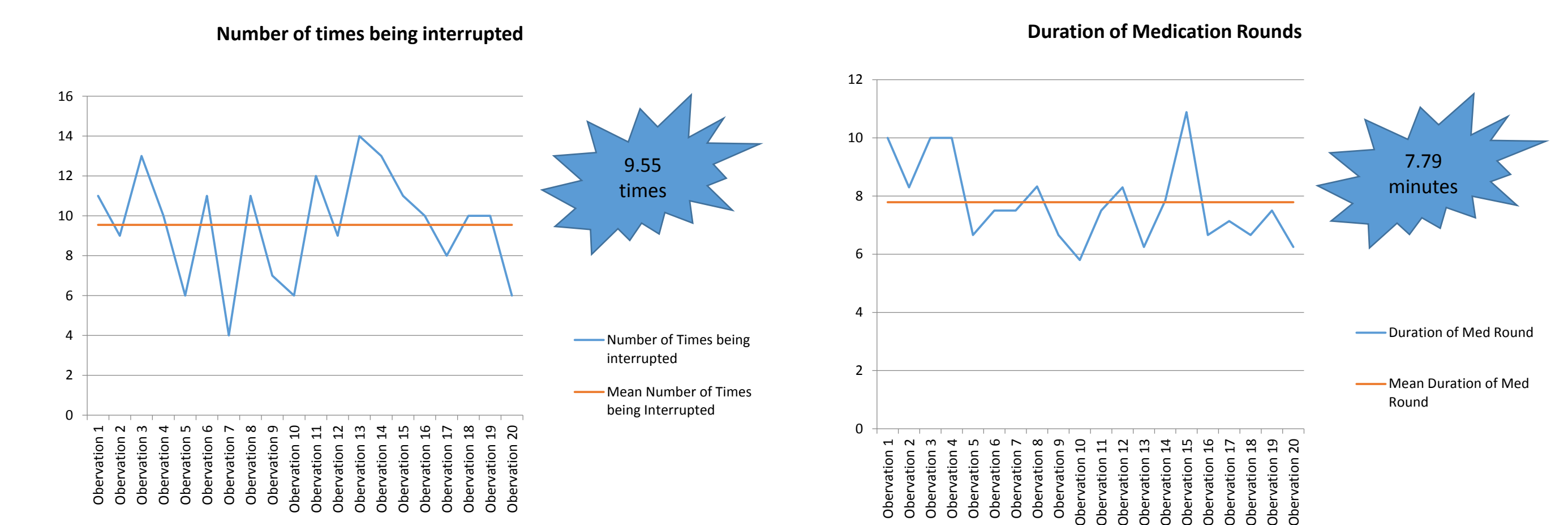
Signage will be placed on Medication Cow during medication rounds.



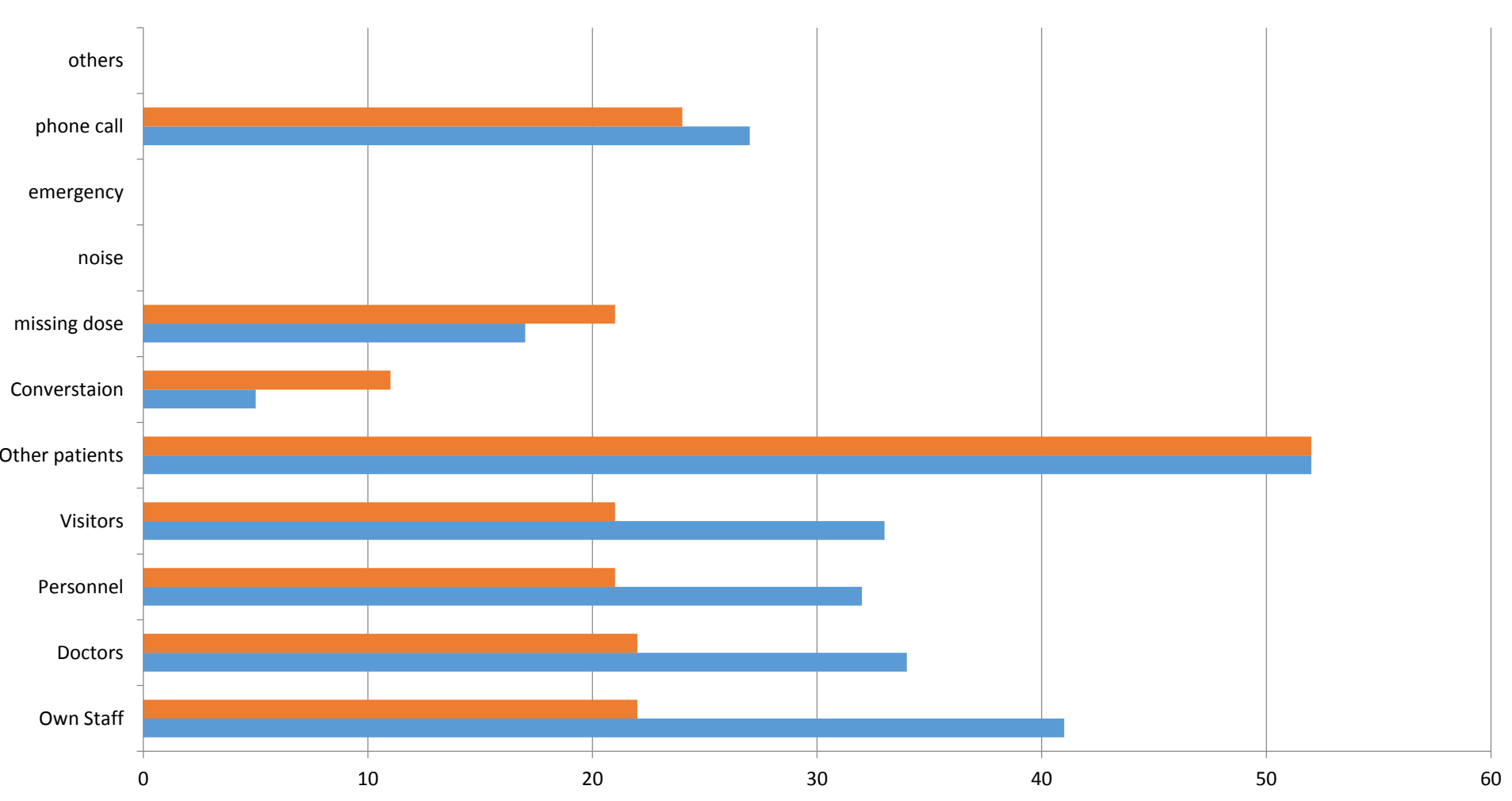
Feedback

- Staff satisfaction
- Reduces time consumed in administration of medication
- Reduces interruptions during medication rounds
- Patient / Relative awareness during medication rounds

Results



❖ Interruption reduced from 12.05 times to 9.55 times during medication rounds
 ❖ Time spent decreased from 9.27 minutes to 7.79 minutes per patient
 ❖ 45% reduction of interruption of own staff



Conclusion

- The initiatives helps to reduce interruptions during medication rounds. The average number (mean)of interruption has significantly difference from 12.05 times to 9.55 times per medication round, which is 20.7% reduction.
- The time saved per patient on the medication round is reduced from 9.27 minutes to 7.79 minutes, which is about 15.9% reduction.
- 45% reduction of interruption from own staff as most significant among all categories

As with many improvement projects, the change process begins with great enthusiasm. Nursing staff started out with buy-in and adherence to the new process. A systematic and planned approach allows stability and facilitates communication for all health care team members. The team will embark on Quality Improvement project to enhance the bundle of initiatives to reduce interruptions during medication rounds and to re-look on how to improve the medication signage and re-design the medication vest for infection control purposes. Ward 47A is identified to pilot the new initiatives.