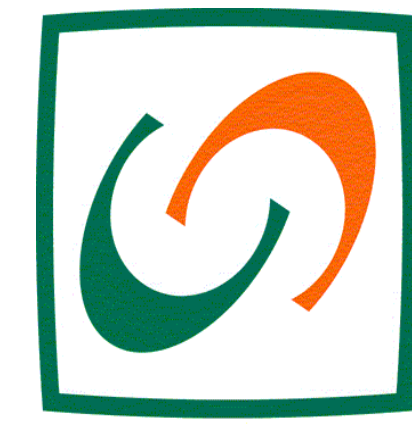




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Chemotherapy Administration Process at Ambulatory Treatment Unit (ATU)



National Cancer Centre Singapore
SingHealth

Hong, Y.Q., Boo, P.L., Chew, Y.H.

Introduction

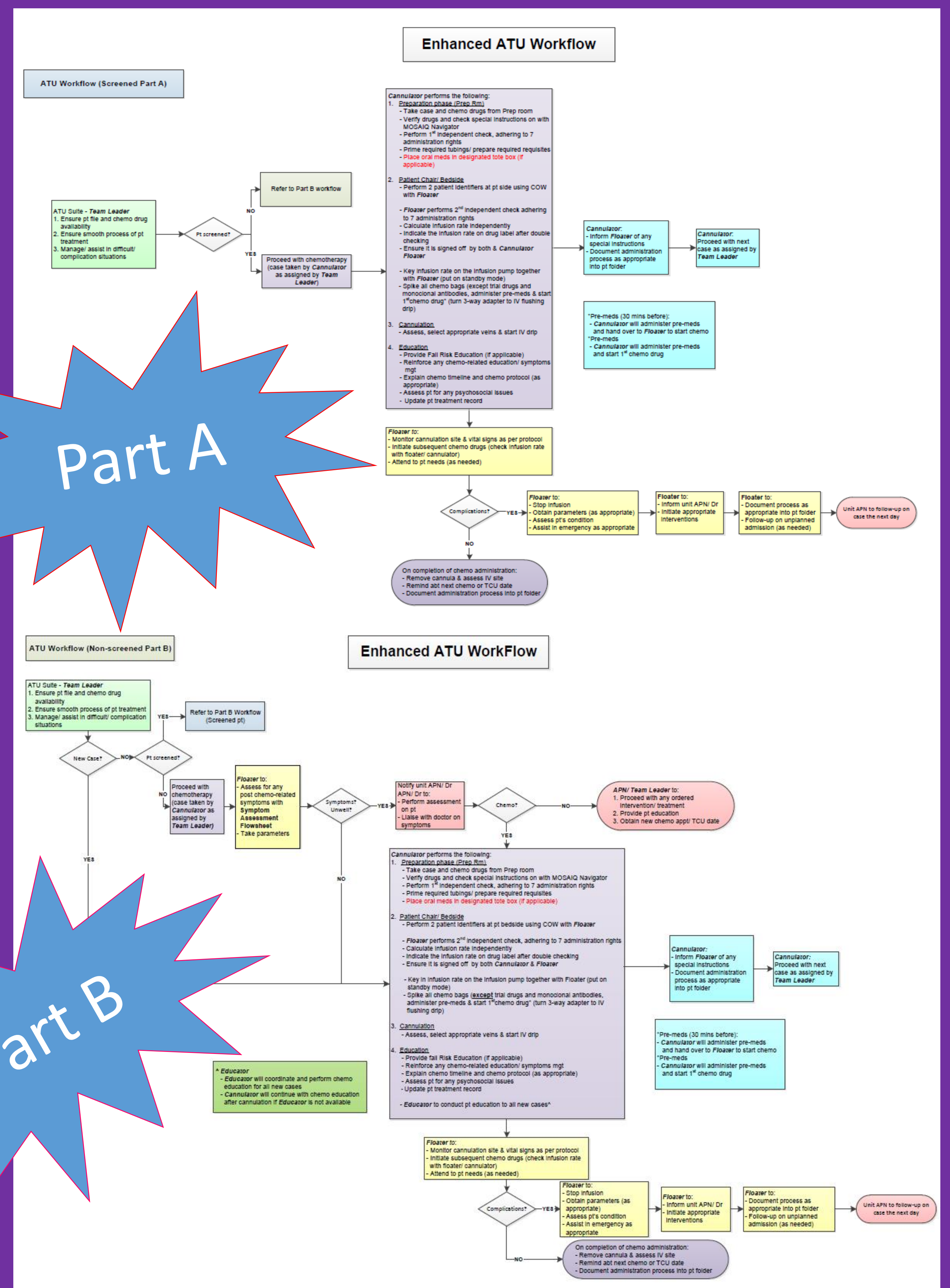
In ATU, we experience the continued shift of chemotherapy from inpatient to the outpatient setting. With increasing complexity of chemotherapy treatments, coupled with the expansion of Clinical Trials, the notion for lean management of chemotherapy work process is explored. 'Waste' are identified and reviewing of chemotherapy work processes within the unit are done to enhance medication safety for patients and nurses leading to higher experiences' satisfaction.

Aims

- To review current chemotherapy work process and identify 'waste'.
- To improve the process of safe chemotherapy infusion by implementing independent double-checking.
- To improve our Infection control processes at the unit to better protect our patients, staff and visitors from healthcare associated infection.

Methodology

- Step-by-step review on current chemotherapy work process**
Current chemotherapy workflow was mapped out to identify areas where we can reduce 'waste'. Enhancement of workflow was carried out with reduction of 'waste' identified.
- Re-educate on principles of infection control**
To enhance safety for patients, we reviewed our workflow and identified areas that are at risk of contamination.
- Incorporating double-checking into chemotherapy work process**
The notion of independent double checker is put in process.
- In a bid to educate the nurses on the improved workflow process, we conducted roadshows for nurses, as well as showing a step-by-step video to get comments and feedback before implementing.



Results

- Patients' feedback → new work flow is more systematic and organized.
- With introduction of team lead for the nurses → more defined roles, leading to enhance care rendered for the patients → nurses express enhanced satisfaction.
- With introduction of independent double check → more medication near miss incidents had been picked up → leading to enhancement in medication's safety for patients.

Conclusions

With the initiation of process enhancement in chemotherapy administration in the Ambulatory Treatment Unit (ATU), it is recognised that the enhanced work flow is more systematic and organized. Nurses verbalised enhanced satisfaction in performing their duties. There is enhancement in medication's safety for patients leading to higher patient's satisfaction.

