



To enhance medication adherence rate among patients with chronic disease post discharge from an acute hospital.

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Introduction

Why is medication adherence important?

- Enhance patient's safety.
- Reduce unnecessary hospital readmission and length of stay.
- Improve patient and caregiver satisfaction.
- Improve discharge planning.

Objectives:

- To improve patient's medication adherence rate to 65%.
- To improve patient/caregiver health literacy.

Problem

Why monitoring medication adherence is a MUST?

- Challenges in deciphering medication taking behaviour of patients
- Aging population - problem becomes more acute
- Improving medication adherence potentially
 - ✓ prevent medication adverse events
 - ✓ reduce preventable readmission
 - ✓ reduce length of stay (LOS)
 - ✓ reduce healthcare related costs

Methodology

- A "cause and effect" diagram to aid the identification of the root causes (Figure 1)
- Delphi and serendipity techniques were employed for solutioning.

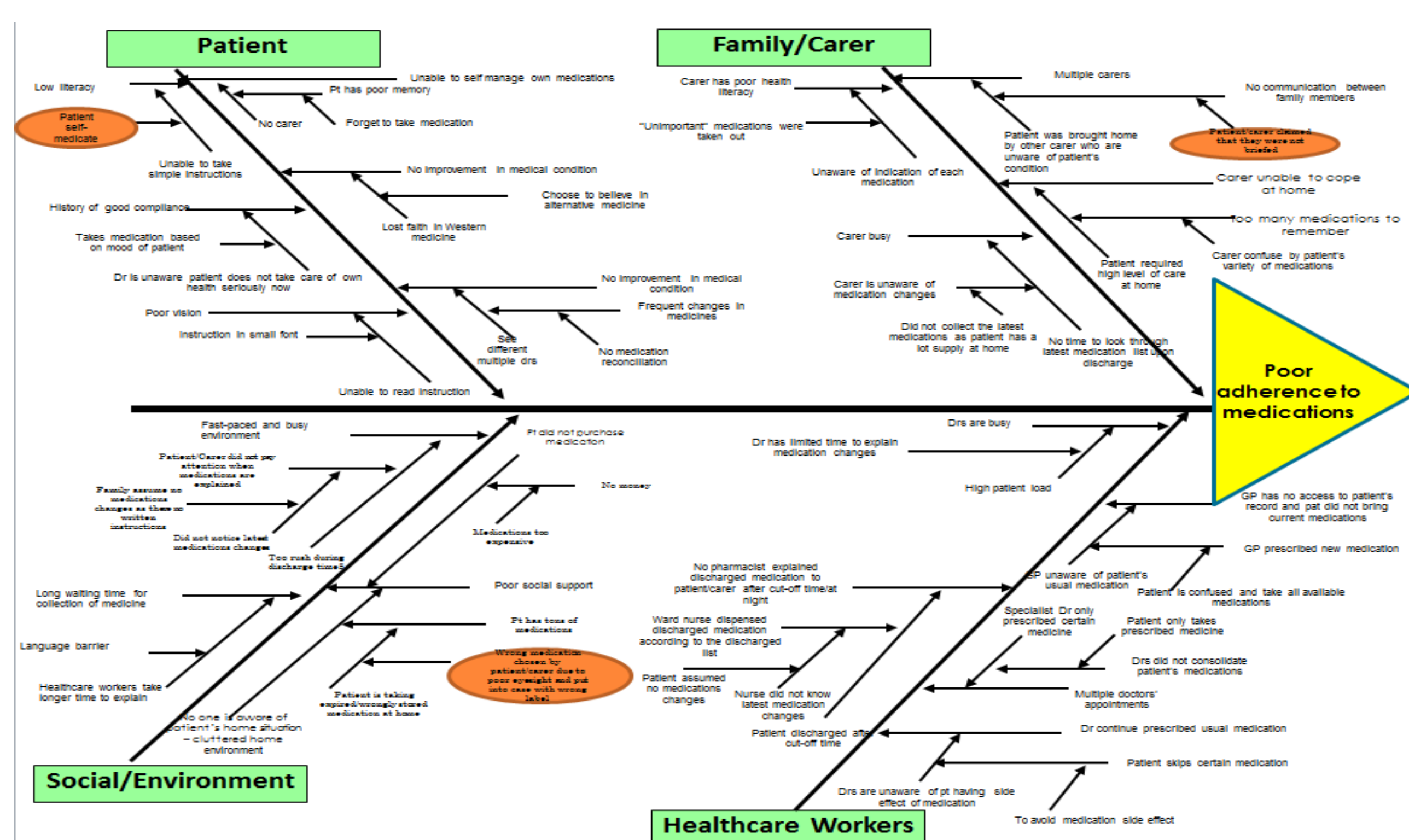


Figure 1: Fish bone diagram

Pareto Chart for Medication Non-compliance

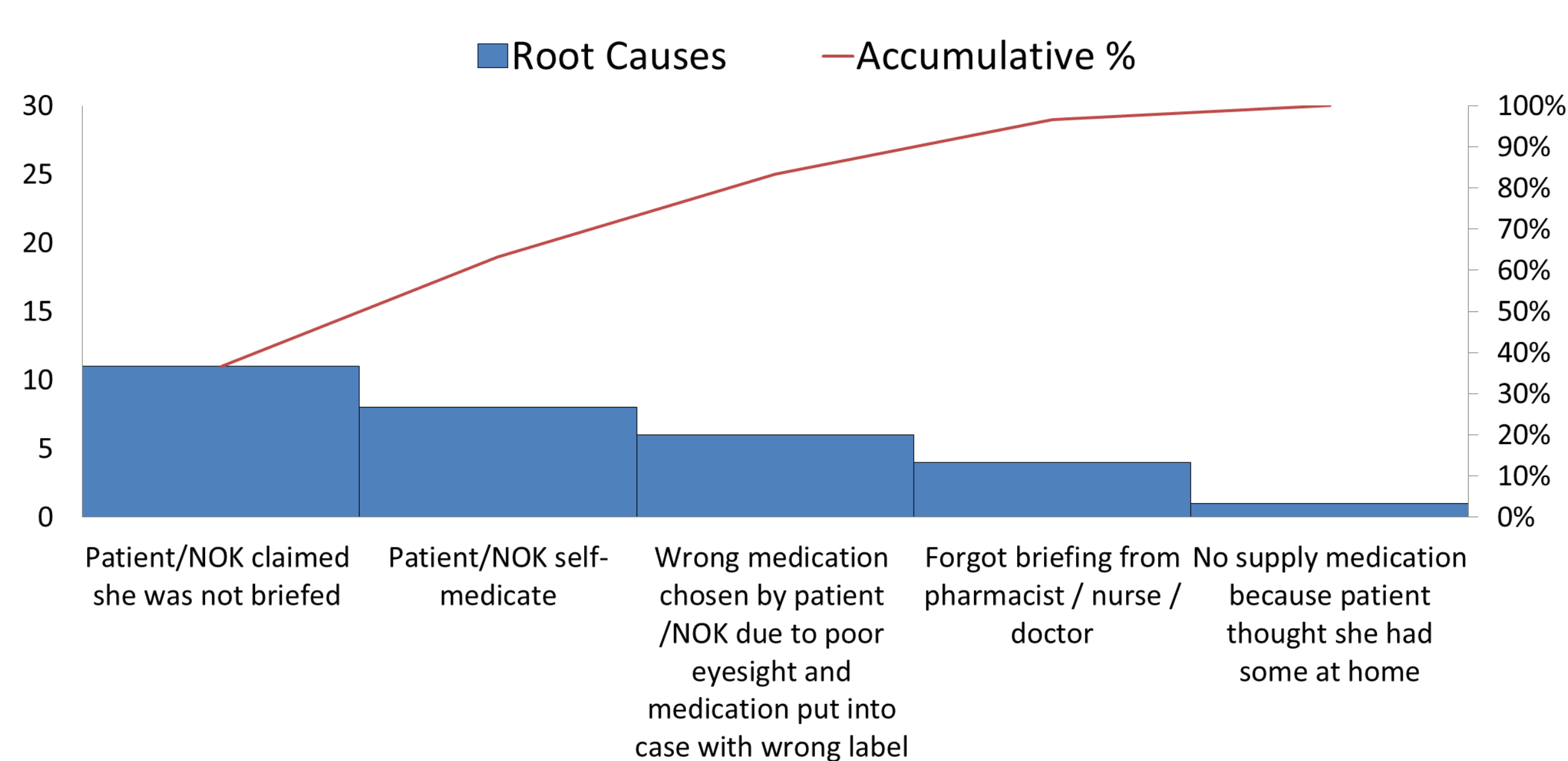


Figure 2: Pareto chart

Solutions

	Save Time	Ease to Implement	Effectiveness	Total			
To increase medication adherence	<ul style="list-style-type: none"> Embed incorporate into workflow for patient/caregiver to be advised on discharge medication Create patient/caregiver awareness on the benefits of following medication regime Provide support to patient/caregiver and refer to necessary community support for continued care and follow-up for sustainability 	Patient/caregiver to bring all home medications	2	2	2	6	PDSA1
		Pharmacist to do medication reconciliation	2	2	2	6	
		Ongoing patient education on medication regime and side effect	2	2	2	6	
		Dispensing and education on discharge medication by pharmacist and ICN	2	2	2	6	
		Regular follow-up phone call on patient's condition and medication regime	3	3	3	9	
		Home visit will be scheduled	1	2	3	6	
Provide team members with information on the availability of community services	1	2	3	6	PDSA2		

Figure 3 : Prioritization Matrix

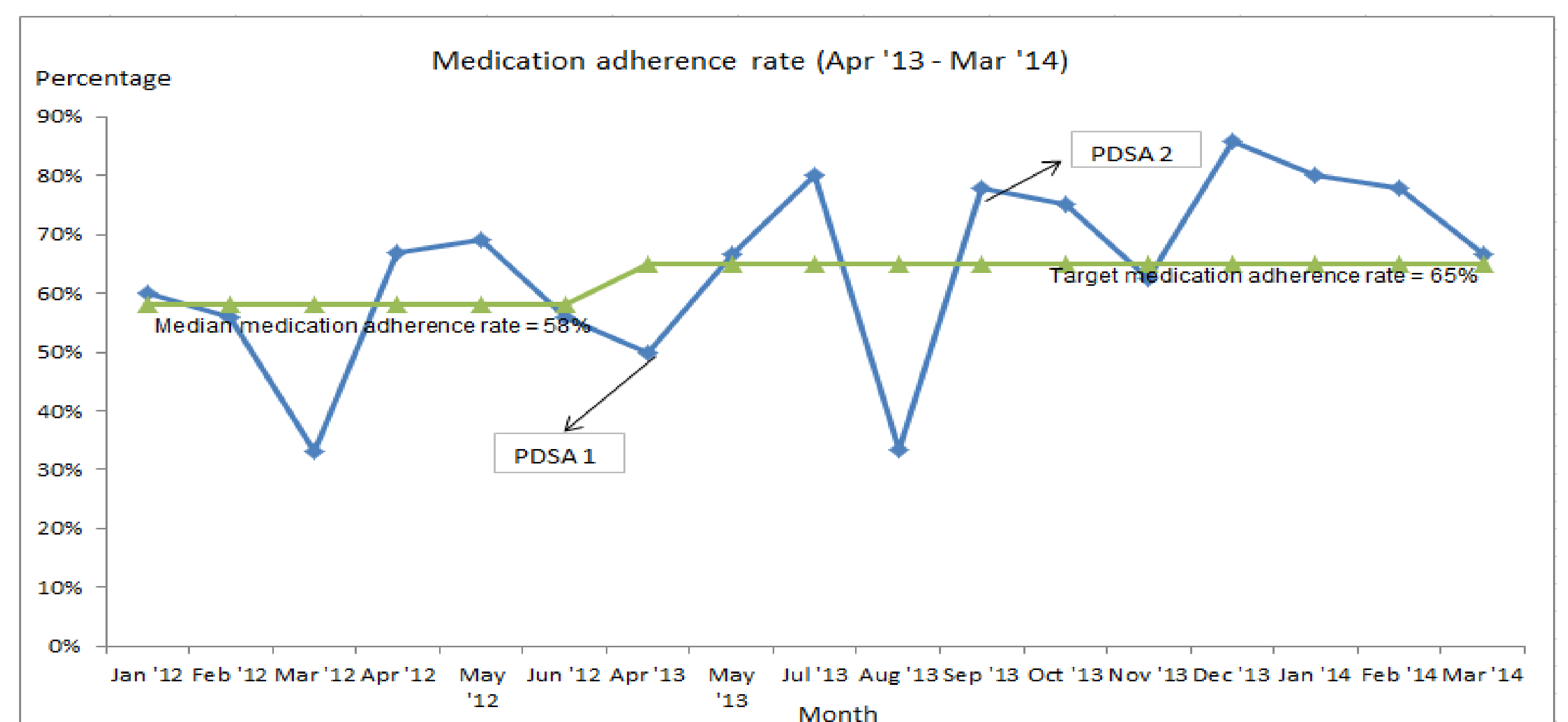


Figure 4 : Run chart

Tangible results

- Readmissions reduced by 40%.
- Length of stay reduced (619 days, savings of \$46,425)

Intangible results

- Patient's and caregiver's needs are met.
- Better time management.
- Enhanced staff morale.
- Enhanced hospital image.

Conclusion

- Revised work process benefited stakeholders.
- Reduction in number of readmissions (decreased requirements for hospital bed).
- Reduction in length of stay (decreased healthcare costs).
- Patient's satisfaction and hospital's image is met to deliver quality care to every patient and quality statement of "Best Outcome, Best experience" with the improvement process.

