

Improving Administration of Time Critical Medicines Using Learning from Excellence

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Time Critical Medicines (TCM) are those medicines where urgent treatment improves clinical outcomes.

Increasing the proportion of TCMs administered within 60 minutes of prescription on the electronic prescribing system (EPR) leads to improved patient care, and reduces the need for further treatment and time in hospital.

A Trust-wide working group has been working to reduce delays of TCM which has traditionally used Safety-1 strategies to reduce the number of delayed doses.

Safety-1 Strategies used so far:



Developed Guidelines



Modified EPR



Reviewed access to TCM



Updated Pharmacy processes



Developed e-learning

A need for further improvement is recognised and a new approach required as Safety-1 strategies alone are inadequate.

Identifying the circumstances, processes and behaviours that support TCM administration will provide insight into how to design systems to support TCM based on when the process goes well.

Discover

This project aims to increase the percentage of doses of targeted TCM given within 1 hour of the time prescribed by 20% over a 12 month period by using positive feedback, Excellence Reports and Appreciative Inquiry.

The project aims for Staff to feel recognised and appreciated for the huge efforts undertaken to ensure that patients receive TCM urgently.

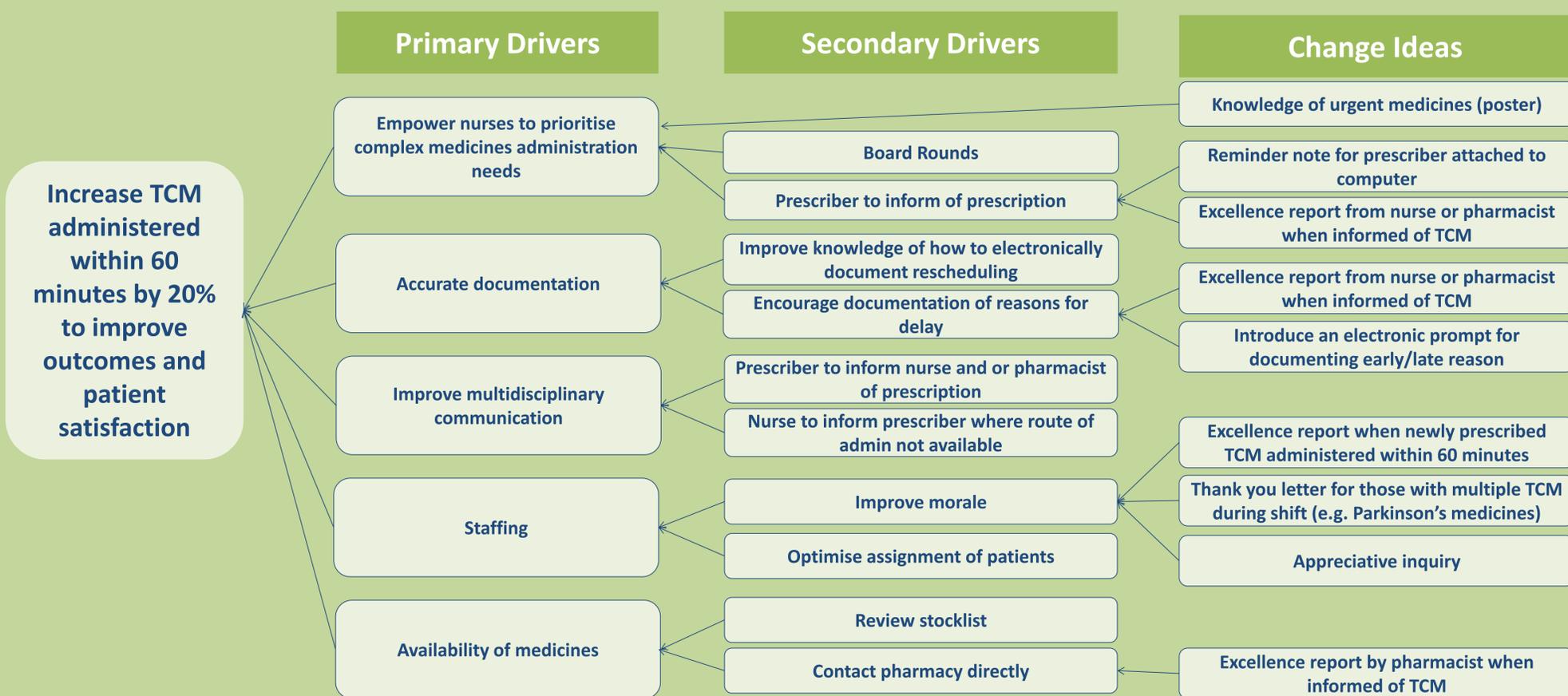
Frontline multidisciplinary team Staff will understand the pathways and processes and will work together cohesively and efficiently to ensure that TCM are given on time. This should reduce significantly the wasted time and effort.

Through appreciative inquiry, the key enablers for timely TCM administration will be identified and can be reviewed so that these facilities, behaviours and contributing factors can be enhanced and supported.



Dream

Driver Diagram for Improving Administration times on TCM



Design

A Multidisciplinary team was formed in the target clinical area, a busy Acute General Medicine Short Stay ward. Baseline data shows the proportion of TCM administered on time is between 70 to 80%.



A driver diagram was used to help identify key issues and potential solutions that could be useful in reducing delayed TCM. Ideas for improving the timeliness of TCM administration were considered, with particular focus on the use of positive feedback and Appreciative Inquiry.

It was felt amongst the nurses in the ward that, out of those factors that support administration of TCM within 60 minutes, being informed by the prescriber of the new prescription is a key area for improvement. Providing positive feedback to prescribers when this occurs is the first intervention of the project.

Destiny



The vision of this project is that by using Excellence Reports and Appreciative Inquiry, frontline staff will understand the pathways and processes to ensure that TCM are given on time. Multidisciplinary teams will work together cohesively and efficiently. Wasted time and effort will be eradicated. The number of excellence reports being completed will increase. Staff will feel recognised and appreciated for the huge efforts undertaken to ensure that patients receive TCM urgently.

The Trust will benefit from this project as it will combine with other Trust-wide work to inspire a change in safety culture, introducing the concept of Safety-2. When the benefits are seen this approach will spread more widely and be introduced in other areas.