Decrease the Numbers of Inappropriate Omitted Medication Doses

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Aim

To decrease the number of inappropriate omitted medication doses in ward A3 by 20% from baseline by October 2019

Why is this important?

The Northern Ireland Nursing KPI (Key Performance Indicator) audits the number of blanks only on the Medication Prescription and Administration Record .

The most recent Northern Trust performance for this KPI is 98% which would indicate that omitted doses are not an issue. The number of Datix reports is also high, which reflects the extent of the problem.

Anecdotally the evidence would support this.

Medications can be omitted for a number of reasons and this is not reflected in the regional KPI.

What are we doing and why?

In February 2010 the NPSA issued Rapid Response Report 009 Reducing Harm from omitted and delayed medicines in hospital.

- **Improve patients' physical and mental health**
- **Reduce unnecessary harm resulting from medication errors and give nurses more support in medication administration**
- **Developing systems to improve and audit the timeliness of administration including omitted medication.**

Learning and next steps

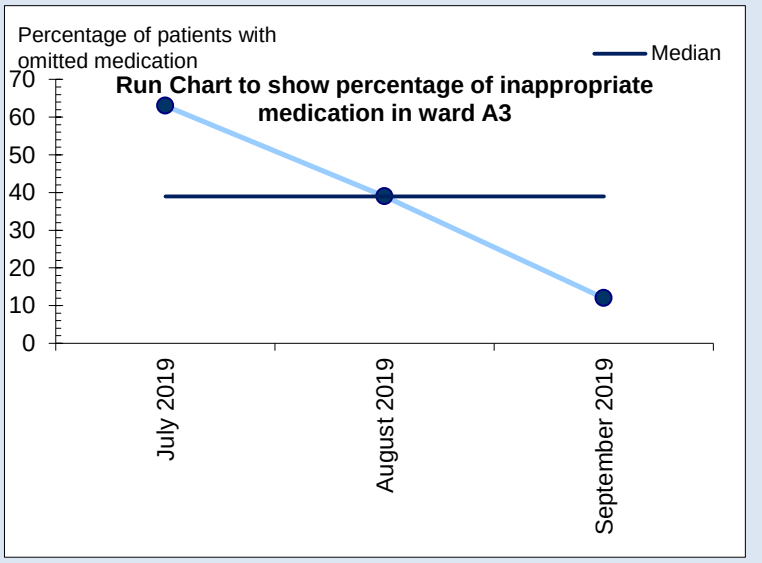
Process
- **Introduce a regular omitted dose audit programme in Northern Trust**
- **Corporate Nursing to feed into review of regional omitted dose KPI**
- **Linking with nursing education to develop an approach to deliver improvements**

Staff Education and Training for Nursing, Medical and Pharmacy Staff
- **Raise awareness of critical medications**
- **Roll out the Medication Safety Thermometer across Trust**
- **Full rollout of delirium pathway**
- **Raising awareness of the need to review refused doses for alternative routes regularly**

Communication
- **Highlighting omitted doses at nursing handover and safety brief**
- **Prioritisation for the ordering and delivery of omitted/critical medicines**

What has it achieved?

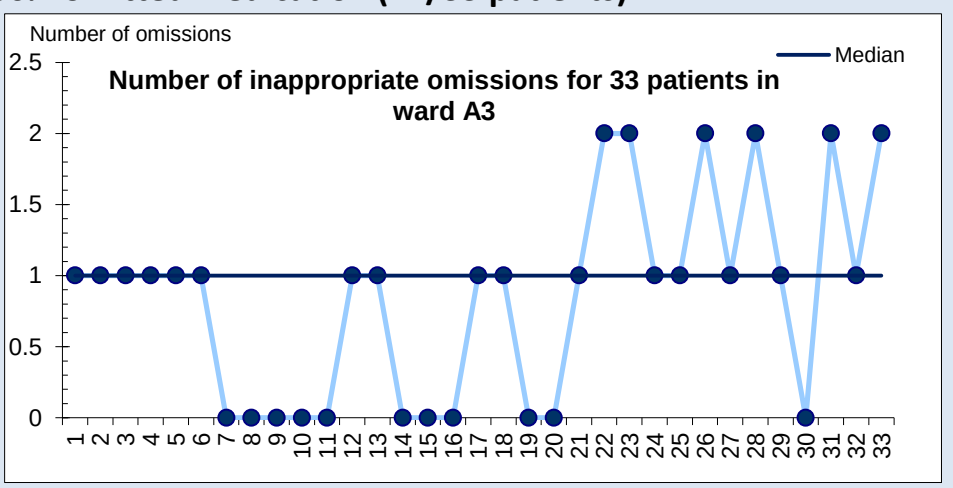
Overall decrease 54%



Outcome measures

↓In numbers of inappropriate omitted medication doses.
↓Length of stay (LOS).
↑Treatment in Delirium using the Delirium pathway.
↑Earlier notification to Medical staff with medical review.

Omitted medication baseline monitoring (5 July 2019)
66% omitted medication (22/33 patients).



Omitted medication monitoring no. 2 (19 August 2019)
39% omitted medication (13/33 patients).

Omitted medication monitoring no.3 (19 September 2019)
12% omitted medications (4/33 patients).