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REDUCTION IN MEDICATION NEAR MISS ERRORS RATE- QUALITY IMPROVEMENT INITIATIVE AT THE AGA KHAN HOSPITAL

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To excel the Patient/Customer Safety & Satisfaction, reduce Medication Near Miss Errors rate due to the Incomplete Elements of Prescription Orders from consulting from 18% to 10%. Pharmacist facing difficulties in dispensing of medication due to Incomplete Elements of Prescription Orders:

Core Benefits of the Projects: -

- Reducing patient waiting time
- Maximize Patient's Safety & Compliance

Continuous quality improvement (CQI) methods were used by a multidisciplinary team to improve and reduce the Medication Near Miss Errors rate and prolonged waiting time of patient at pharmacy and maximize the patient's safety and compliance. Interventions includes the process of collecting and scanning of Prescription orders, clear criteria for negotiation with Physicians and nursing , process reengineering in reducing of medication errors rate after developing strong coordination between Physician and Pharmacist and awareness sessions daily reviewing process of prescription orders by Senior Pharmacist and other pharmacists and collaboration and discussion with Physicians to emphasis the practices. Strategies were adopted to educate all main stakeholder i.e. Pharmacists Physicians nursing staff. A CQI process for the reengineering and Quality Care improvement for following complete elements of prescription orders led to the development of clear criteria for Patient Quality, Proper Handwriting of Physician and a patient waiting time at Pharmacy. These changes have been associated with a sustained reduction in Medication Near Miss Errors rate and enhance patient satisfaction in our secondary care institution.

Biography

Muhammad Tahir Yousuf has been Graduated from Hamdard University of Karachi in the year of 2009 as a Pharmacist with the specialties including Pharmacy, Pharmacology, Pharmaceutics, Quality Assurance, Biopharmaceutics, Medicinal Chemistry, Marketing and Management and Hospital Pharmacy. Clinical Pharmacy Course in Hospital Pharmacy from the Jinnah Post Medical Center (JPMC) then started working at The Liaquat National Hospital as a Clinical and Hospital Pharmacist from 2010 to 2012 where i have continued in inhancing clinical skills. Presently I have been working at the The Aga Khan University Hospital, Karachi as a Senior Pharmacist since 2012.

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