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Improvements in medication safety systems in response to undertaking the Medication Safety Self Assessment (MSSA) for Australian Hospitals

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Institute for Safe
Medication Practices

a nonprofit organization

Outline



- What is the MSSA?
- Lessons from North America
- Who has completed the MSSA?
- Repeat Results
- 2009 follow-up findings
- Data from the Quality Systems Assessment
- The future

What is the MSSA?



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- Developed by ISMP USA - based on more than 30 years of activity in medication safety initiatives
- Highlights awareness of characteristics of safe medication management systems
- Primarily a diagnostic tool that provides a structured framework for assessing hospital medication management systems and practices
- Allows hospitals to systematically pinpoint specific areas of weakness in their medication management systems
- Baseline data provides the foundation for a multidisciplinary effort to design and implement system improvements

Key Elements



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1. Patient information
2. Drug information
3. Communication of drug orders and other drug information
4. Drug labelling, packaging and nomenclature
5. Drug standardisation, storage and distribution
6. Medication delivery, device acquisition, use and monitoring
7. Environmental factors, workflow and staffing patterns
8. Staff competency & education
9. Patient Education
10. Quality processes & risk management

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North American Experience



- Widespread use in both US and Canada
- Collaborative improvement models
- VHA New England MEPI – (Lesar)
 - mean improvement of 10%
- Maryland MEDSAFE initiative – (Kazandijan)
 - mean improvement of 7%
- Canadian model of instant feedback

Australian Version



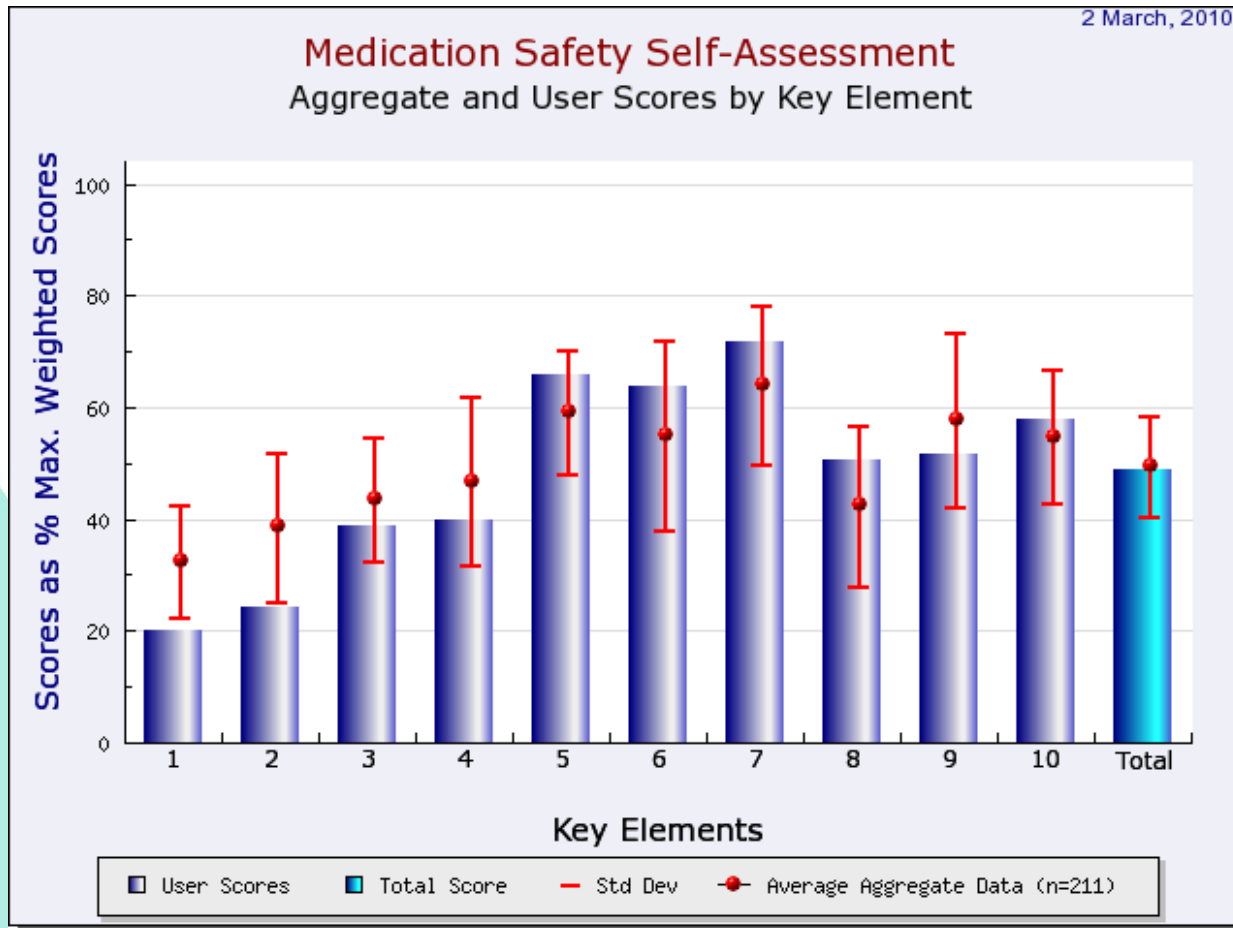
- Tested for Australian use by CEC and NSW TAG
- Launched in 2007
- Web-based real time reporting tool via CEC
- As at March 2010
 - 211 Australian facilities have completed



Comparative Reports - External



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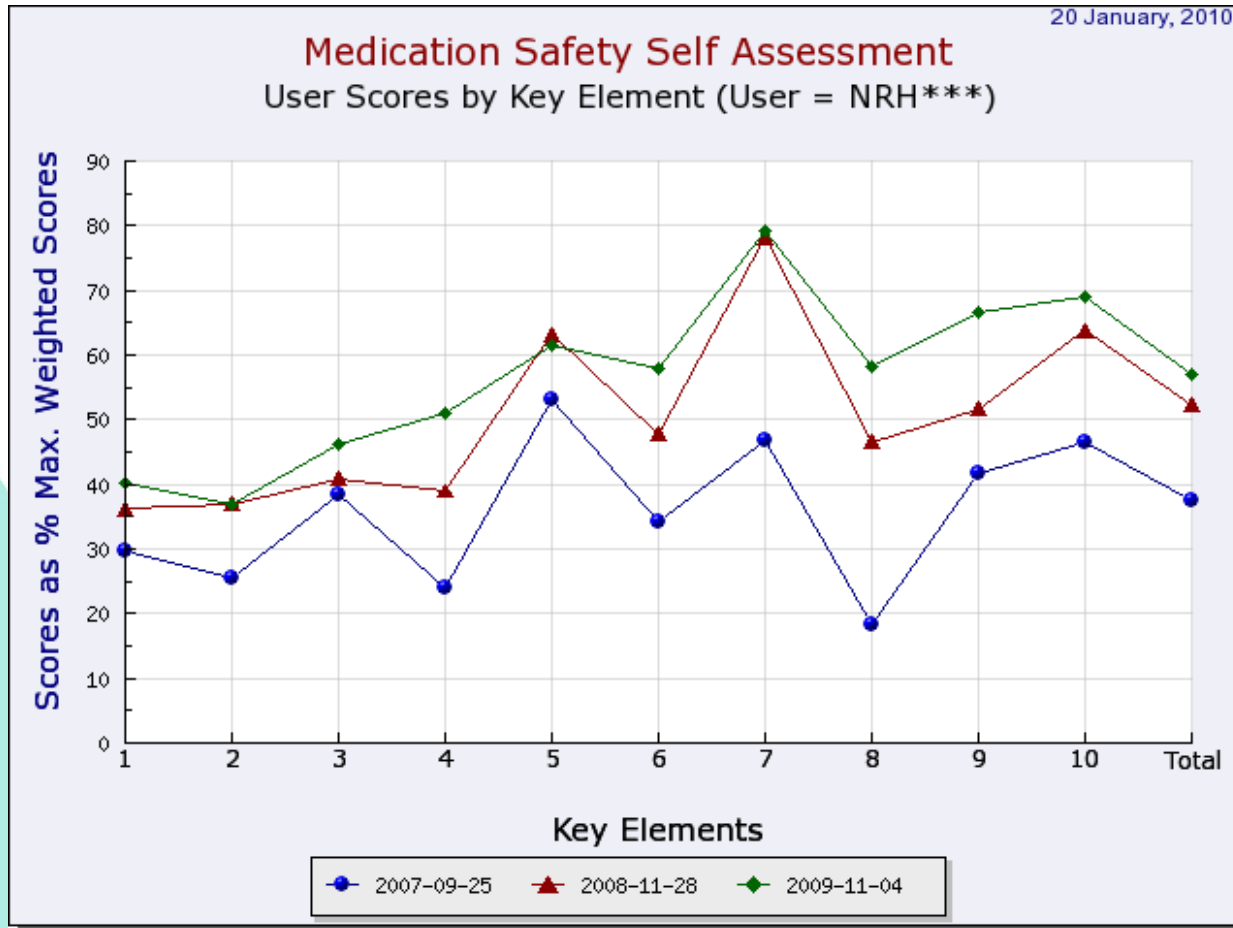


Database allows immediate feedback and report production. Comparison available based on demographic factors.

Tracking Improvement



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- Through identifying areas for improvement and taking appropriate action, facilities have improved systems in short time periods

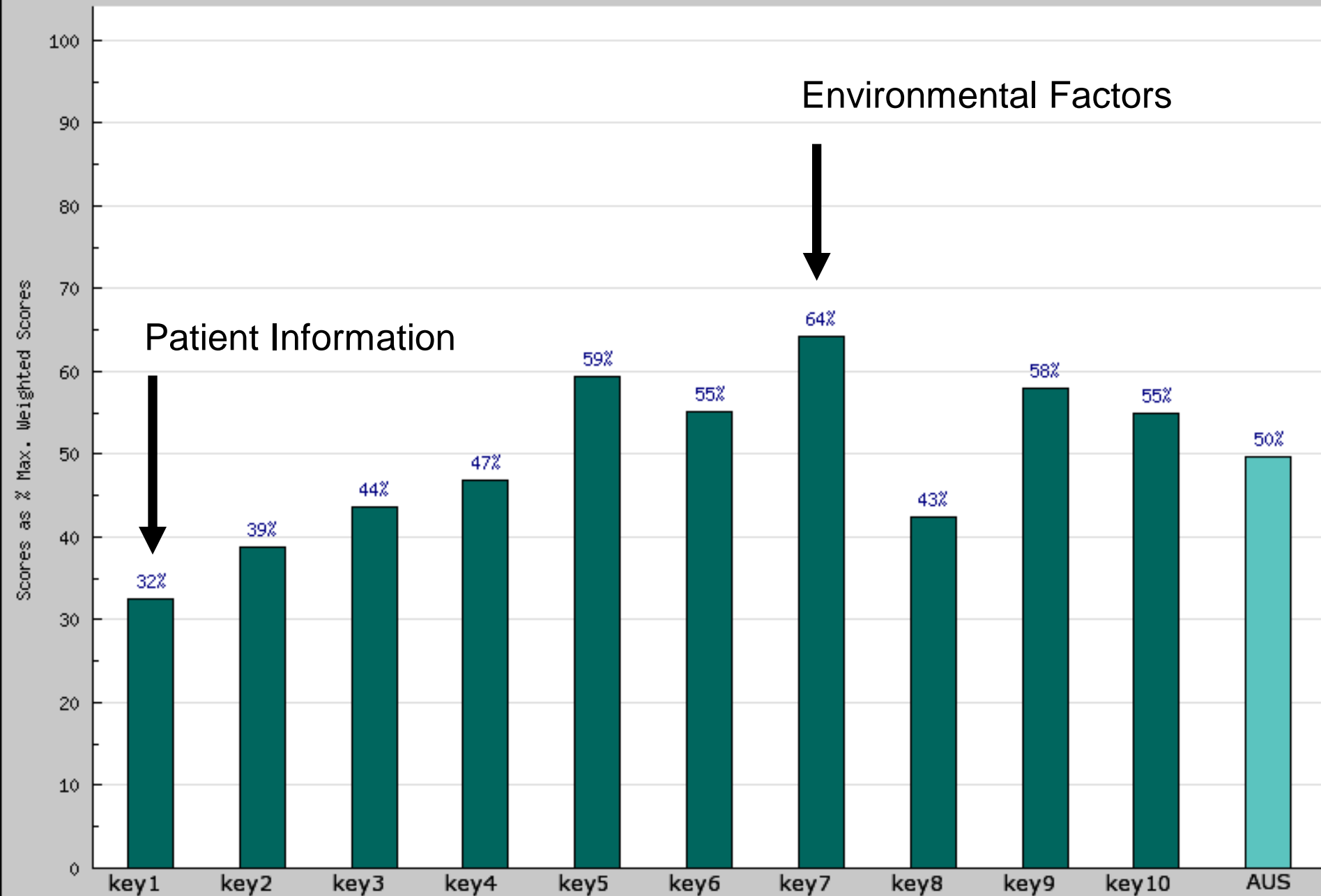
Australian Version



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Australia - Key Elements (n=211)



National Activity



- NSW Health – Key performance indicator
- South Australia - Key performance indicator
- Private hospital networks
 - St John of God
 - Mater



Repeating the Self Assessment



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- Facilities have begun following up their initial assessments.
 - 19 facilities have completed tool twice
 - 1 facility completed three times
- Overall average score has increased from 49%-59% for facilities repeating the self assessment

2009 Facility Follow-up



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- All but one AHS in NSW
- Individual facility plus area DTCs
- Data analysis and planning meeting
- Questions
 - What was done in response to results?
 - How were results prioritised for action?
 - Barriers?



Feedback



- Things worked best when there was momentum and dedicated resources
- Numerous items cited as “not applicable to our setting”
 - Greatest at rural sites
- Economies of scale

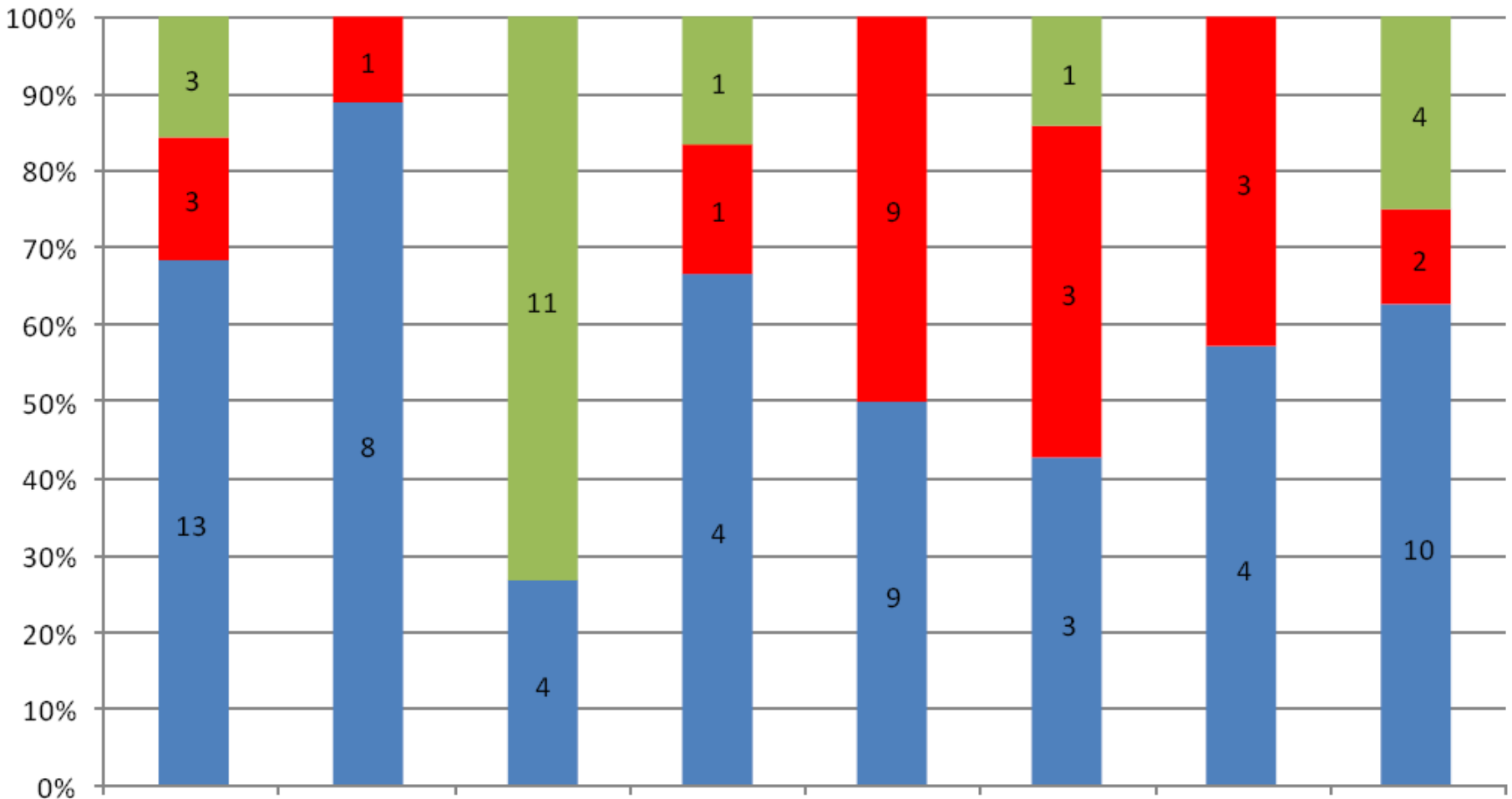
Quality Systems Assessment



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- Have results from the MSSA been acted upon?

■ Yes ■ No ■ Not applicable



Follow-up Findings

- Activity in 9/10 key elements (all but key element 1)
- Examples of activities
 - Concentrated electrolytes (key element 5)
 - Standardisation
 - Limited access
 - Electronic referral to trigger medicines review by pharmacist (key element 9)

More Activities



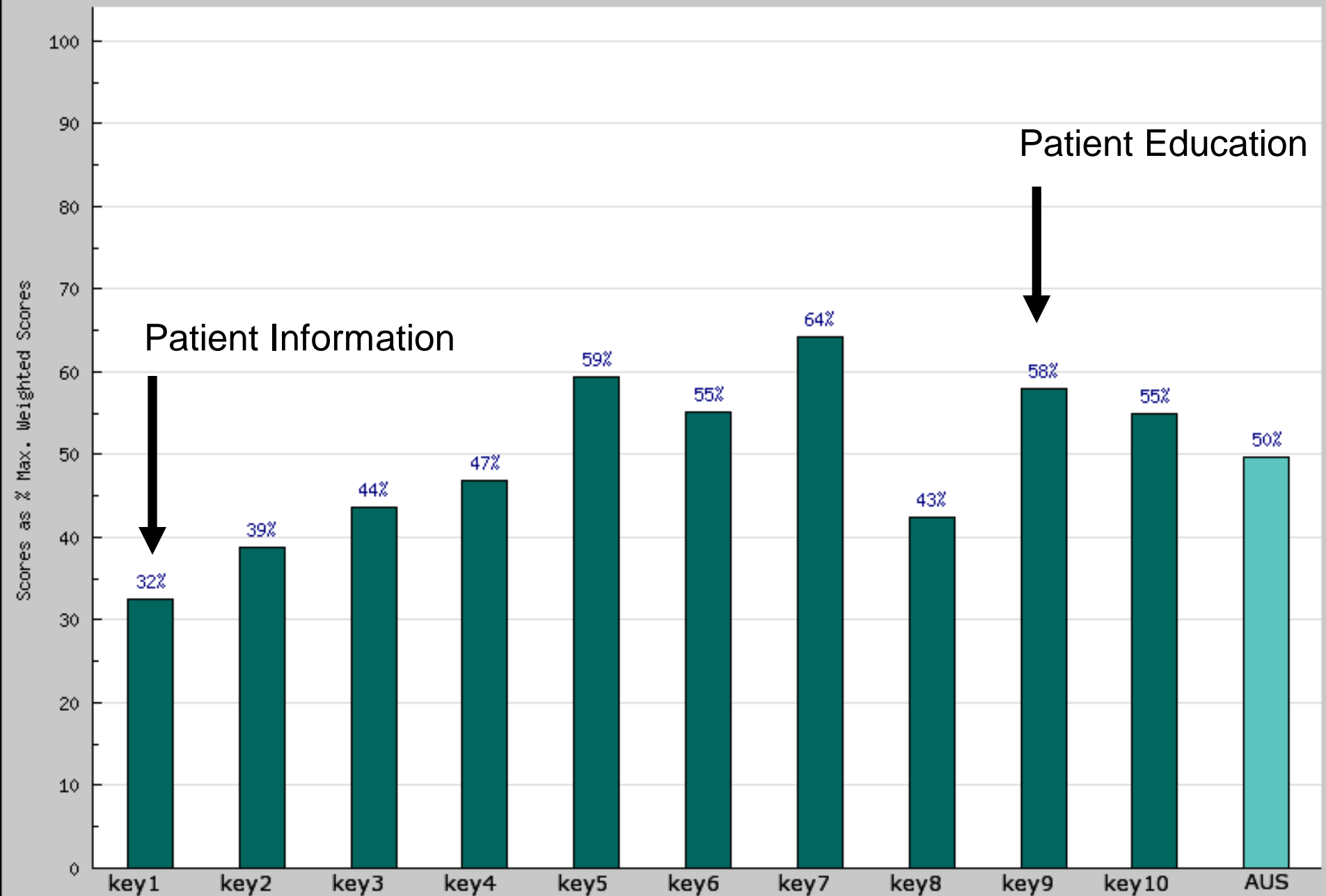
- Patient information leaflets
(key element 9)
 - Other languages
 - Off label usage
- Physical alteration of the pharmacy
(key element 7)

What Does this Mean?



- Acting on areas of relative strength
- Why not others?
 - Expensive and complex implementations
 - Barcode administration, e-prescribing
 - Medication reconciliation / pharmaceutical review
 - Resources / staffing
 - Local sites can only act locally

Australia - Key Elements (n=211)



What Does this Mean?



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Informing State Agenda



- State electronic builds
- State planning
- High risk medicines
- Standardisation
- Pumps



Purchasing and Regulation



- Procuring for safety
 - Safety organisations invited to participate in procurement process
- Pre-registration medicine name review
 - TGA



The Future



- Continued measurement & feedback
- Collaborative
- Communication
- Similar activity with the MSSA –
Antithrombotic Therapy

