

Medication focused Required Organizational Practices (ROPS)- Communication Strategies

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Medication Management Standards/ROPS

- organizations should evaluate and limit availability or remove specific products
- ensure formulations with the potential to cause harmful incidents are not stocked in service areas

Specific Medication classifications:

- Concentrated formats of heparin products
- High potency narcotic (opioid) products
- Concentrated electrolytes

High Alert Medications

- Medications that have an increased risk of causing significant harm when used in error
- Independent Double check – prior to administration
- Specific labeling
- Limited access
- Specific storage

Approach

- Review by a multidisciplinary group
- Assessing options/alternatives/workload impacts
- Education/communication
- Follow up and Audits

Analysis and removal

- Pharmacy medication safety committee obtain utilization data, location, stock quotas
- Review options or alternate product formats, work load impacts

Analysis and removal

- Meetings with specific clinical service groups, nursing educator council and pharmacy staff
- Determine and communicate effective dates for removal and/or alternative meds

Analysis and removal

- Communication of changes to Pharmacy staff, Nursing and Physicians via emails, bulletins and memos

Magnesium sulfate

- Concentrated Electrolytes ROP -run reports to verify areas that stocked magnesium sulfate (50%) for all areas in the zone (11 sites)
- Discuss alternatives with the various stakeholders (Nursing, Physicians, Pharmacy staff, PDDP)
- Determine what product to use/discussion of options that could be standardized and available

Magnesium sulfate

- Memo circulated with effective date and new product information
- PPOs, labels, PIS updated, stock sheets updated
- Magnesium 20% stock was switched by Pharmacy staff
- Back order challenges- alternatives are discussed with stakeholders (purchased premixed IVs)
- Annual audits

Communication strategies

- Create awareness
 - why this is a goal
- Live Education sessions
 - site specific face to face education sessions
 - discussed at pharmacy team meetings
 - clinical Pharmacist reviewed with teams
 - sessions for nurse educator council
 - sessions for accreditation team leads

Communication strategies

- Educational material/Communication tools
 - newsletters, emails/memos
 - brochures/handouts/posters
 - update bulletin boards regularly
 - create information on SharePoint site
 - showcase posters at Quality fairs
 - live sessions were archived for review

Communication strategies

- Policy development and preprinted orders/protocols
 - Varying processes on clinical areas across zone/Standardize across service
 - Engaging stakeholders and specific clinical groups
 - Standardize and streamline
- Follow up and audits
 - feedback to specific groups post implementation
 - scheduled audits

Success

- Create awareness of high alert medications/ROPs
- Safety focused initiative
- Reduce potential for errors
- Working together on changes
- Communication