

“USE OF TECHNOLOGIES IN THE TRAINING OF PHARMACY STAFF”

V. SAAVEDRA QUIRÓS¹, B. ESCUDERO VILAPLANA¹, E. SANTIAGO PRIETO¹, M.B. CORREDERA GARRUDO¹, I. GUMIEL BAENA¹, M.D. GARCÍA CEREZUELA¹, A. SÁNCHEZ GUERRERO¹.

¹HOSPITAL UNIVERSITARIO PUERTA DE HIERRO MAJADAHONDA, PHARMACY, MADRID, SPAIN

What was done?



We developed a technology-training strategy of the Pharmacy Department to improve the training resources of the professionals working in it, through the support of information and communication technologies (ICTs), in order to achieve the highest quality in our actions.

Why was it done?

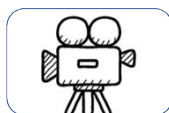


It is important to provide continuous training to all professionals working in the healthcare system, especially when staff turnover is frequent, and when their job is directly related with drugs management, where a failure in the chain of drug utilization can have an impact on patient health.

How was it done?

The initiative was targeted at the nursing assistant staff of the Pharmacy Department, in the dispensation process to in-bed patients. The development period was between March and April 2017, focusing on activities related to the management, conservation, storage and dispensing of medicines.

This information-training **material** was developed as follows:



EDITING VIDEO-TUTORIALS

which would be accessed after recognizing an associated QR code



SUMMARY SHEETS IN POSTER FORMAT

that reflect in a schematic, concrete and visual way those key aspects in each of the processes

What has been achieved?



45 seconds.



FIVE TRAINING VIDEO TUTORIALS

were made on different subjects

- ❖ Preparation of unit-dose dispensing carts
- ❖ Preparation of medication from automated dispensing systems (ADS) in Pharmacy
- ❖ Orders reception
- ❖ Replenishment ADS in the wards
- ❖ Preparation of medication "on demand".

7 SUMMARY SHEETS

were designed for the management of other types of activities:

- ❖ Returns
- ❖ Expirations
- ❖ Special orders
- ❖ Priorities in normal situation – Critical situation
- ❖ Management of medicines not included in pharmacotherapeutic guide
- ❖ Interhospital medication loans
- ❖ Calls procedure in the Unit-dose dispensing area

USERS SATISFACTION

was conducted to evaluate the initiative

The strategy developed allows the integration of ICTs in staff training, helping to manage the information of the Pharmacy Department, achieving a better optimization of available resources



What next?

The degree of satisfaction of the users was good for what we consider important to promote this practice, making it extendible to the other areas and members of the Pharmacy Department.