

High Performance Medicines Management – HPMM

For increased patient safety and maximum benefits of therapy

A unique tool for improving the Medicines Management process in hospitals and expanding clinical pharmacy services

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Why did we develop HPMM?

We developed HPMM to help the health care system quality assure their Medicines Management (MM) process and achieve the best possible patient and societal outcome at the lowest cost

In Sweden,

- ▶ It is estimated that 3000 people die every year due to improper use of medicines
- ▶ Approximately 6-16 % of all hospital admissions are due to medicine-related problems
- ▶ The cost of avoidable medicine-related injuries is valued to 650 – 2700 million EUR/year
- ▶ Regulations state that all processes within the health care system should be quality assured
- ▶ As a consequence of the re-regulated pharmacy market, the health care system is demanded to take charge of the Medicines Management process

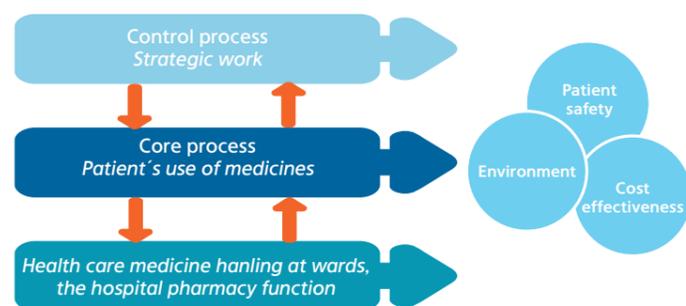
Internationally,

- ▶ Up to 50% of medication errors in hospitals and 20% of medicine related injuries are due to incomplete communication of medical information

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How did we do it and how does it work?

We identified key components of a quality system for optimising the use of medicines in hospitals



We performed a two-step Delphi study within the health care system to produce the 110 HPMM criteria highlighting 3 dimensions and 3 domains

Dimension 1: The patient's use of medicines

- ▶ Medicine use and follow up
- ▶ Patient support

Dimension 2: Health care handling of medicines

- ▶ Procurement & provision of medicines
- ▶ Ordination / prescription and documentation
- ▶ Dispensing and administration

Domains

- Patient safety
- Cost effectiveness
- Environment

Dimension 3: Overall strategic work regarding the Medicines Management Process

- ▶ Reports, follow up's and development of the MM process
- ▶ Human Resources
- ▶ Control system

We specified the audit process

Follow up



110 Criteria are evaluated at 3 levels

- Existing routine?
- Clear responsibility /accountability and relevant content
- Level of application

Scoring

- Proof of quality
- 3-level likert for each level

Report

- Result
- Prioritised criteria
- Areas for improvement
- Comparisons / benchmarking

Action plan

- Priorities
- Responsibility/
- Accountability

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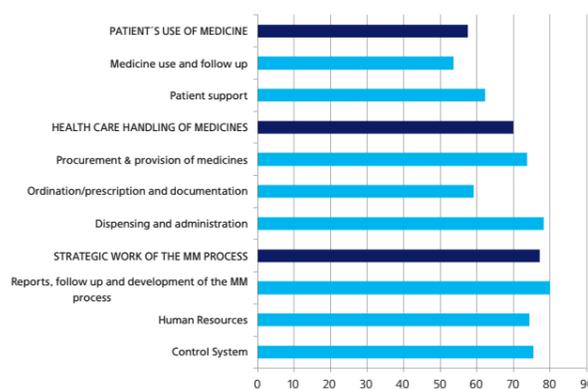
What are the outcomes and practice improvements?

Through the HPMM-audit the hospital gets...

- ▶ A scientifically based structured review of the total MM process
- ▶ Results for prioritized criteria for optimal leverage on
 - Patient safety
 - Cost effectiveness
 - Environmental impact
 - Total benefit
- ▶ Strategic support for the hospital to take control of and systematically improve their MM process

Results from audited clinics/departments suggest that decision support systems, pharmacist involved in medicines reconciliation, the hospital pharmacist as educator and, implementation of a structured and systematic MM process constitute areas with great improvement potential.

Overall results in relation to maximum score – best practice (100%)



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Conclusion

HPMM is a unique and scientifically based audit tool that takes a broad hospital- and health care perspective. We believe that it could constitute an important foundation for improving the MM process worldwide.

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