Nationally agreed standards for ward pharmacy services – how are we doing?

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Background

- A recently formed working group (AFUMA*) coordinates and develops clinical and ward pharmacy services in Denmark
- AFUMA agreed on, produced and implemented 35 national standards for ward pharmacy services, classified into two groups;

Objectives

Benchmarking was carried out to investigate to which degree the 35 national standards are provided to hospitals in Denmark, and to establish a baseline for ward pharmacy services in Denmark.

- 16 basis elements that must be present when providing ward pharmacy services
- 0 19 optional elements that can be included if resources are available and the service is requested by the ward
- The standards cover all aspects of ward pharmacy e.g. logistics, storage, provision of information, patient specific elements and prescription review





5.6 million residents5 regions24 hospitals8 hospital pharmacies450 clinical pharmacy staff

Conclusions

- In 2014, nearly all hospitals in Denmark carried out the basic ward pharmacy elements on all wards receiving pharmacy services
- There was greater variation nationally regarding the optional elements. Some were carried out nearly everywhere, whilst others were carried out on no or few wards

Methods and Results

- An electronic questionnaire was sent out to the members of AFUMA*, representing all 24 public hospitals in Denmark (October 2014)
- A questionnaire was completed for each hospital (defined as one or a group of hospitals under one Hospital Directors Board)
- For each of the 35 standards, the reporter was required to specify whether the standards were carried out on all, many, few or no wards at their hospital



Figure 1: Provision of basis ward pharmacy elements

Drug usage monitoring Removal of non stock drugs no longer in use Therapeutic substitution i accordance with local formularies Generic substitution i accordance with local formularies Guidance on layout and hygiene in the ward medicines room Availability for queries about drug handling, use and storage Critical analysis of an order or prescription Knowledge of handling medicines waste Maintain a systematic/ogically laid out medicines room Carrying out statutary audits in the medicines room Removal of expired drugs from ward Day-to-day maintainance of ward stock lists Routine revision/adaptation of ward stock lists Support with use and ordering of non-licensed drugs Ordering of non stock drugs as required Regular ordering of ward stock drugs

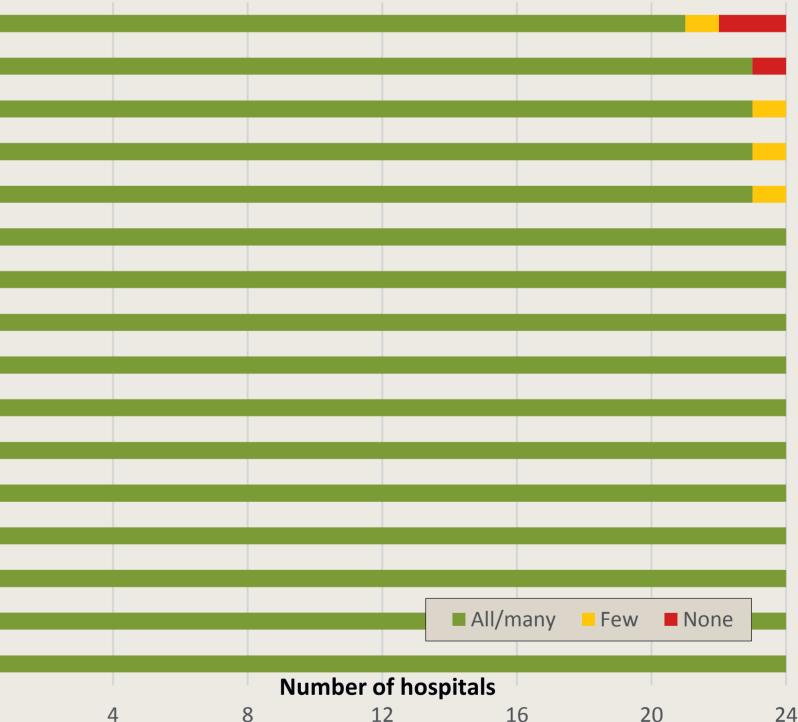
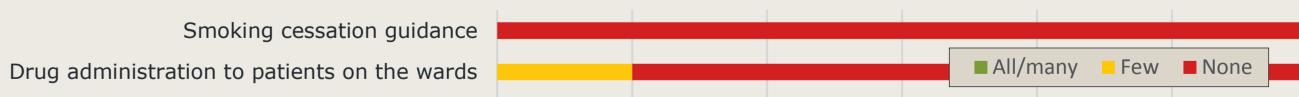


Figure 2: Provision of optional ward pharmacy elements



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Assessment of patients' inhalation technique Drug related discussions with patients at admission/discharge Drug dispensing to patients on the wards Registering patients' regular medicines in the electronic... Handling and checking patients' own medicines Drug history taking and medicines reconciliation Responsibility for 'ready-to-use' drugs Calibrating thermometers Teaching of ward staff in drug related subjects Responsibility for 'procedure trays' Systematic drug chart review Registering temperatures in the medicines room/refridgerator Focusing on local 'campaigns' during drug chart review Introducing new staff to medicine rooms, including conduct Housekeeping in the medicines room Putting ordered drugs in place in the medicines room Advising about the design/requirements of new medicine rooms





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