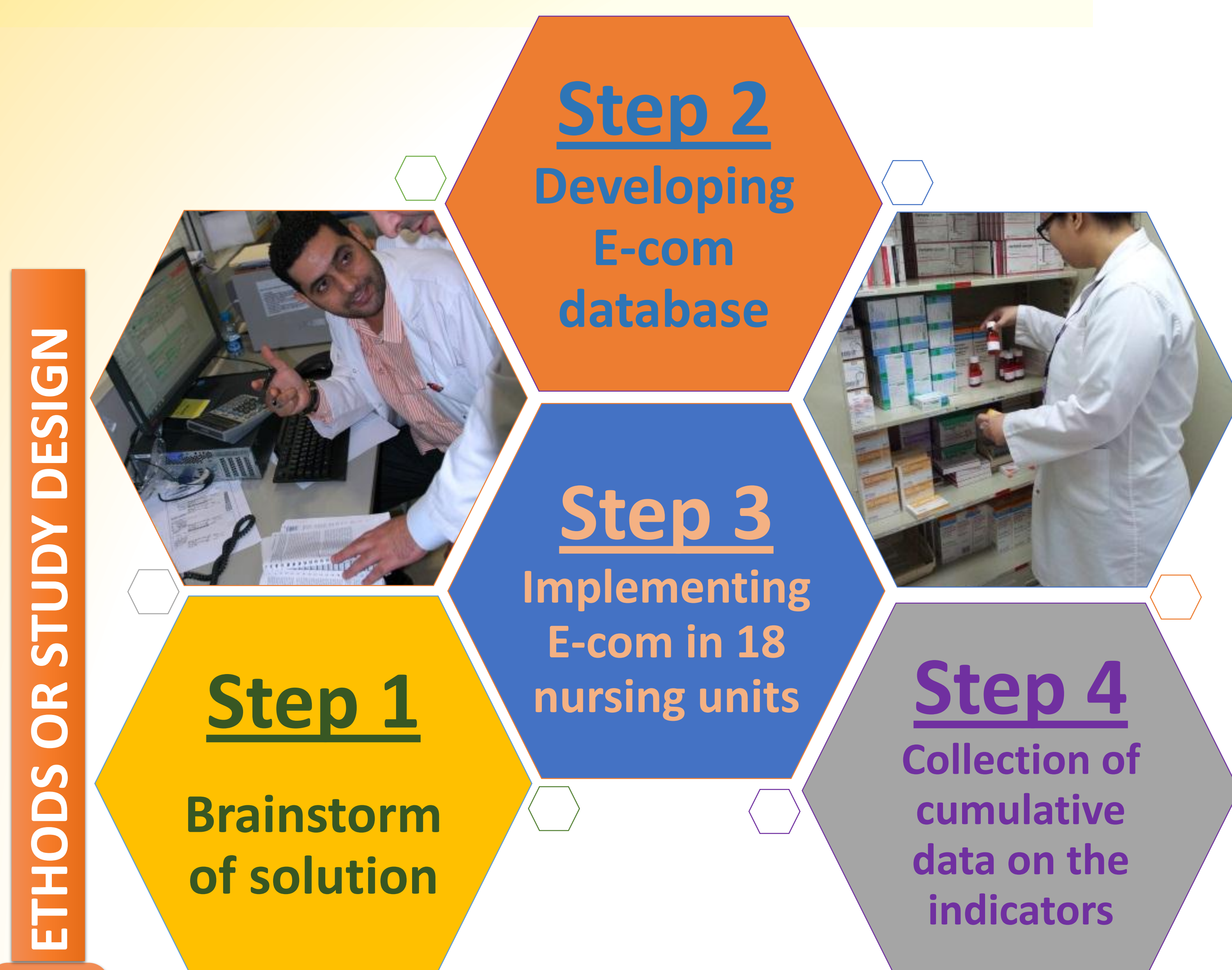


IMPLEMENTATION OF AN ELECTRONIC COMMUNICATION SYSTEM TO DECREASE DEFICIENCIES IN REQUESTS FOR ADDITIONAL/MISSING DOSES AND IMPROVE PROCESS EFFICIENCY

Authors: *H. Elsayed Elatroush, F. Khaddash, S.H. Lateef, M. Sallam, T. Elkady, R. Yabillo Rufo, O. Al-Shafee, T.L. Schoombie, M.M. Mc Bride, L. Naim. King Faisal Specialist Hospital & Research Centre – Jeddah Branch –Pharmaceutical Care Division and Nursing General Service*

OBJECTIVES

The aim of this study is to reduce the amount of deficient requests for additional/missing doses and improve the overall efficiency of this requesting process.



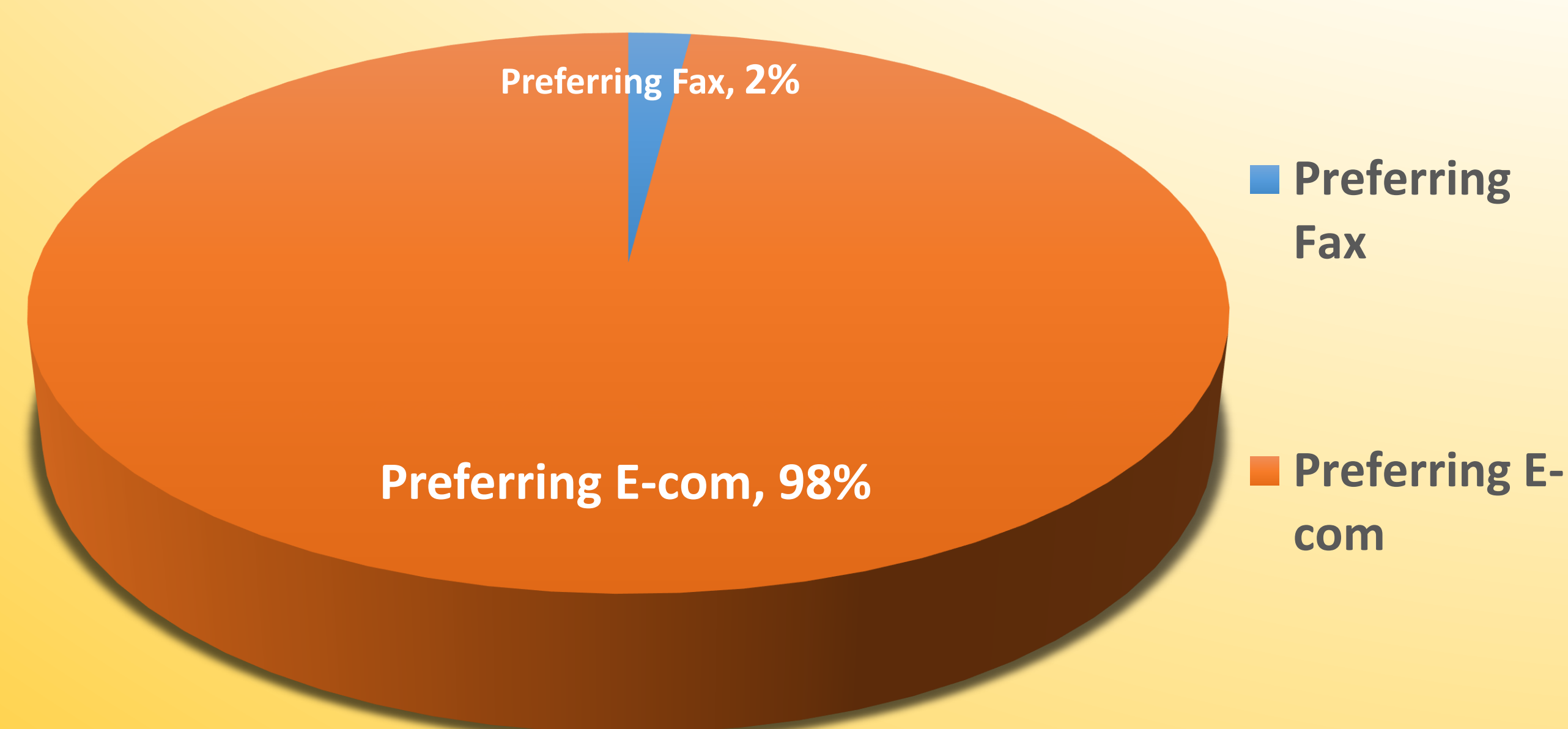
METHODS OR STUDY DESIGN

An electronic communication software (E-com, Microsoft Access 2010®) has been developed and implemented by the Inpatient Pharmacy in collaboration with Pharmacy IT and Nursing.

DATA AND OBSERVATIONS

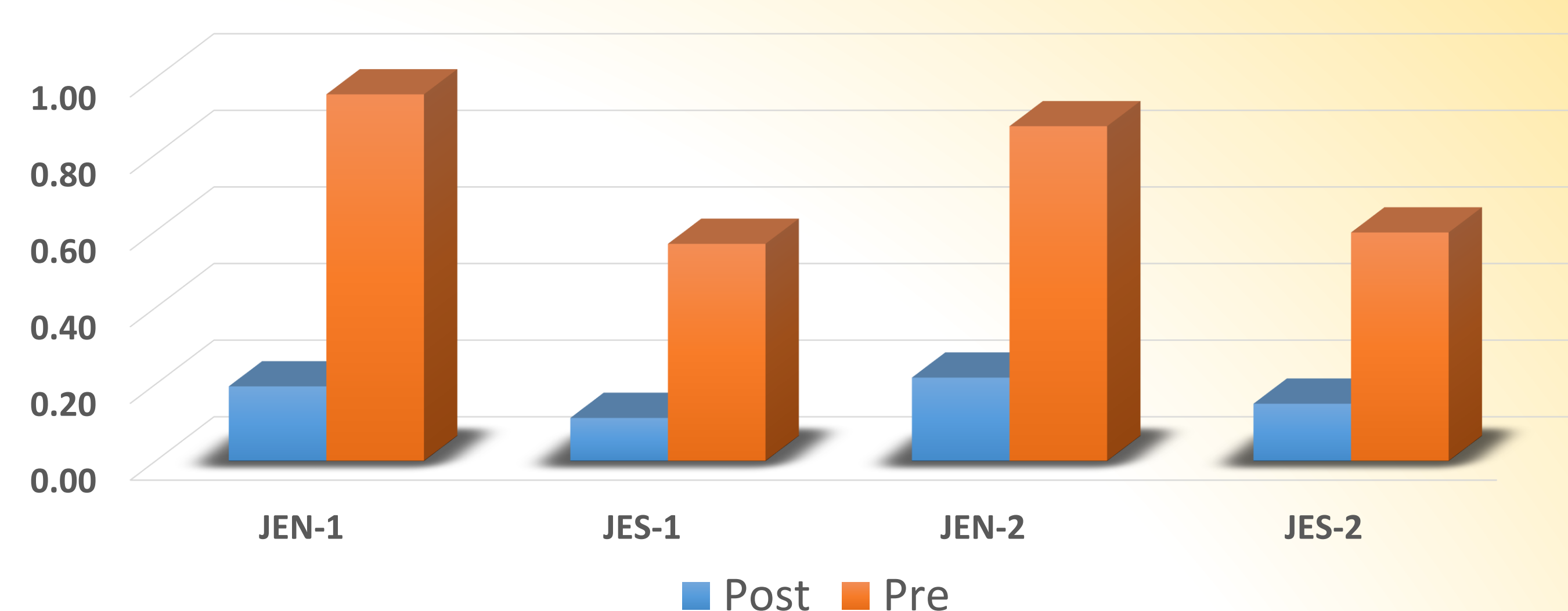
Indicator	Outcome
INCREASED NURSING SATISFACTION	98 % versus 2%
AVERAGE NUM. OF PHONE CALLS PER REQUEST	Decreased by 80 %
AVERAGE TIME TO PROCESS A REQUEST	Decreased by 70 %
AMOUNT OF DEFICIENT REQUESTS	Decreased by 77%

NURSE PREFERENCE SURVEY (n=50)

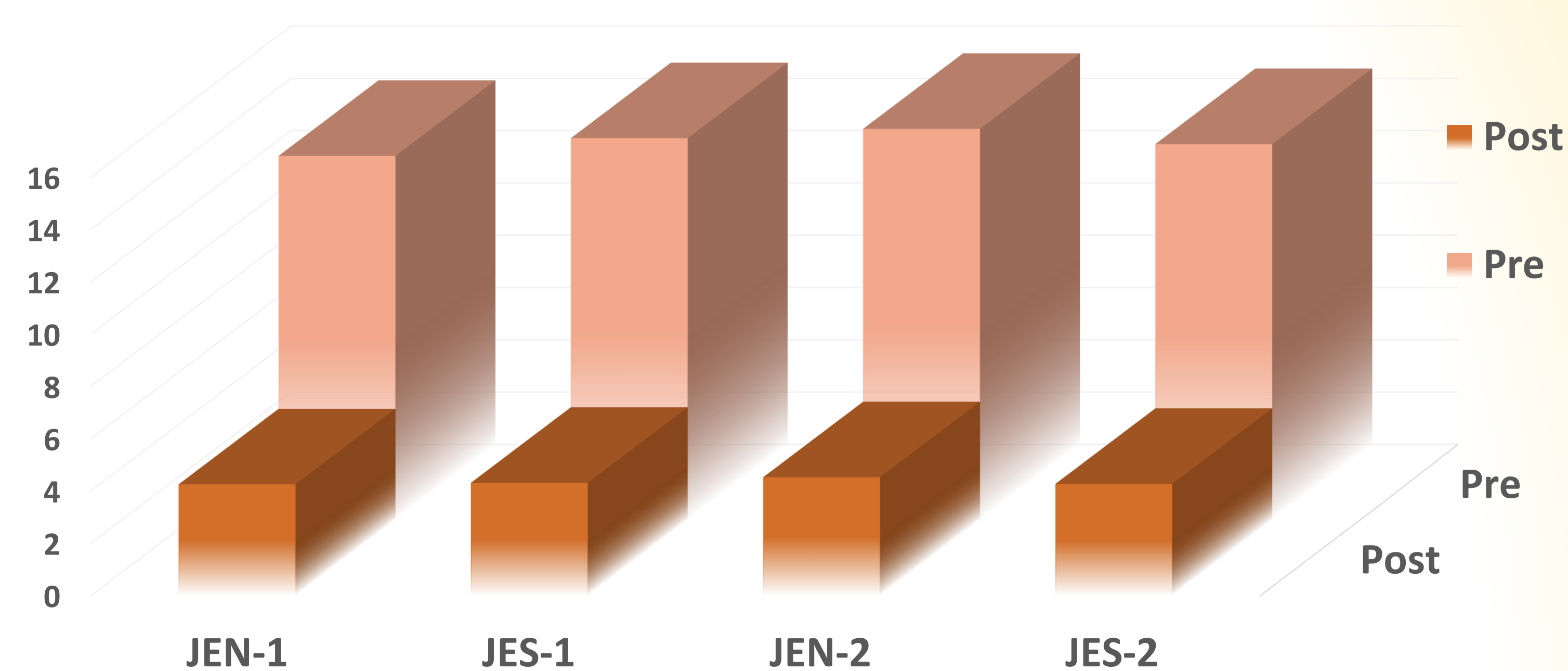


RESULTS

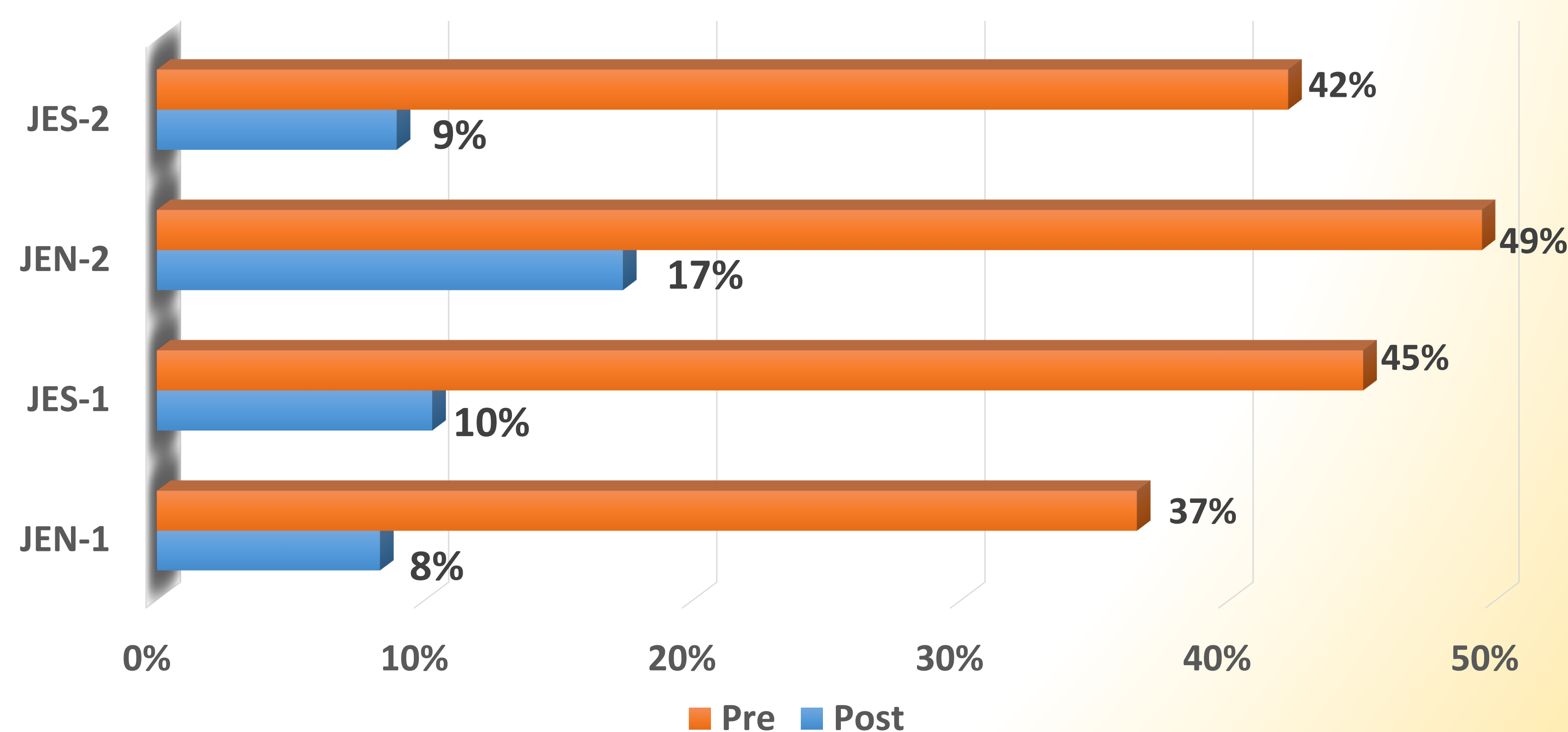
AVERAGE NUMBER OF TELEPHONE CALLS PER REQUEST



AVERAGE PROCESSING TIME PER ORDER (MIN)



PERCENTAGE OF PROBLEMATIC ORDERS (wrong or unclear addressograph , bad hand writing , incomplete communication , Etc.)



DISCUSSION & CONCLUSION

Implementation of electronic communication for requesting additional/missing doses has decreased the amount of deficient orders. In addition, the process efficiency has improved. It is therefore that a majority of our hospital nurses prefer the E-com process over the fax process.

In addition Medication Safety Report support the above mentioned results.

ACKNOWLEDGEMENT

Special thanks to all who contributed to this poster.