

# A study of complaints associated with medicines in a unit dose dispensing system. DD-017

Ramudo Cela L.(1), Zas García M.I. (1), Martínez López L. (1), Martín Herranz M.I. (1)

(1)Servizo de Farmacia. Xerencia de xestión integrada A Coruña

## Objectives

To study the reasons why complaints are received in relation to medicines in the unit dose system, in order to be able to implement corrective measures that improve the dispensing process.

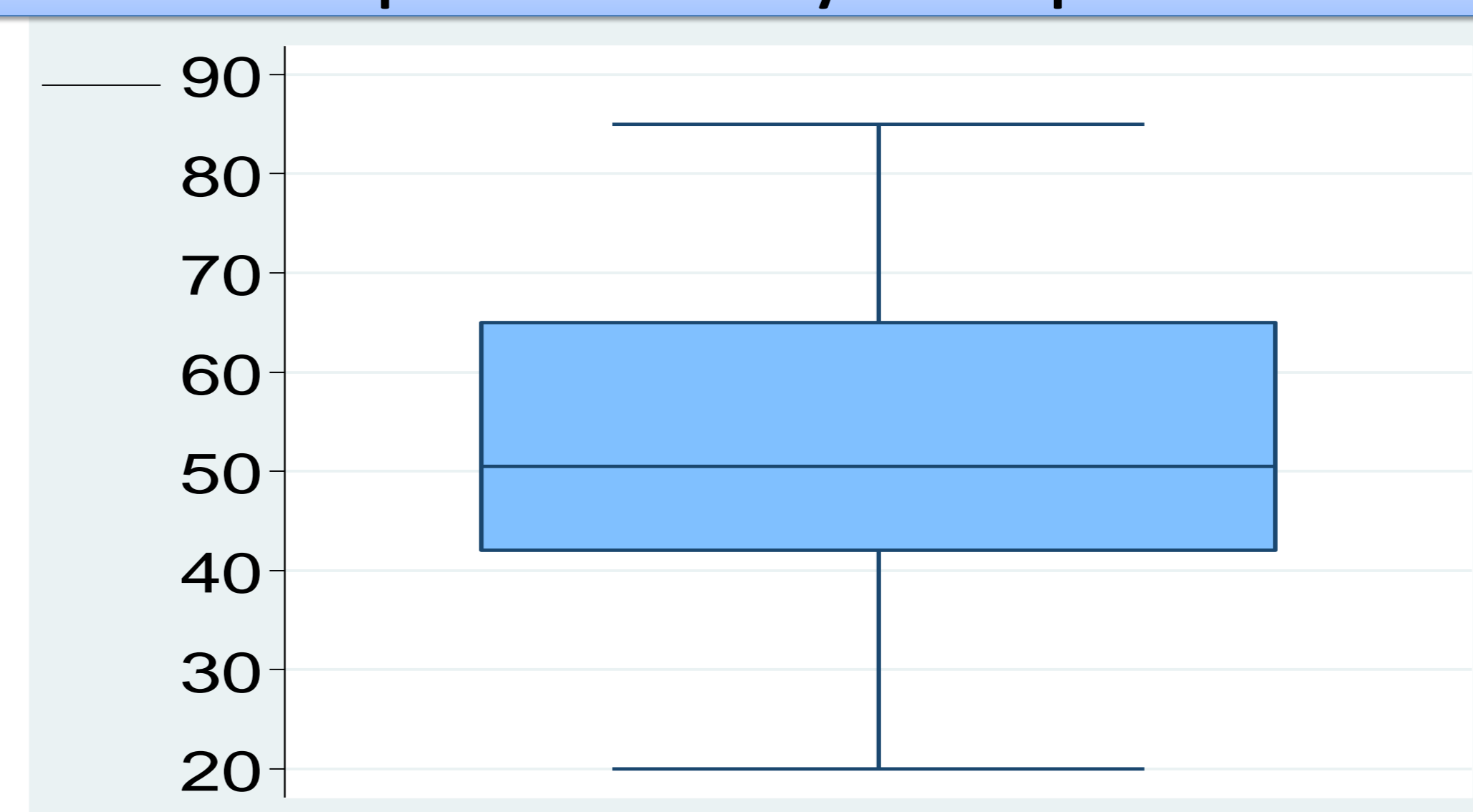
## Methods

- Prospective descriptive observational study
- Over a 5-month period (from June to October 2012, on 30 randomly-selected days), the standard medicine complaint forms were analysed.
- The statistical analysis was carried out using the programme Stata12®.

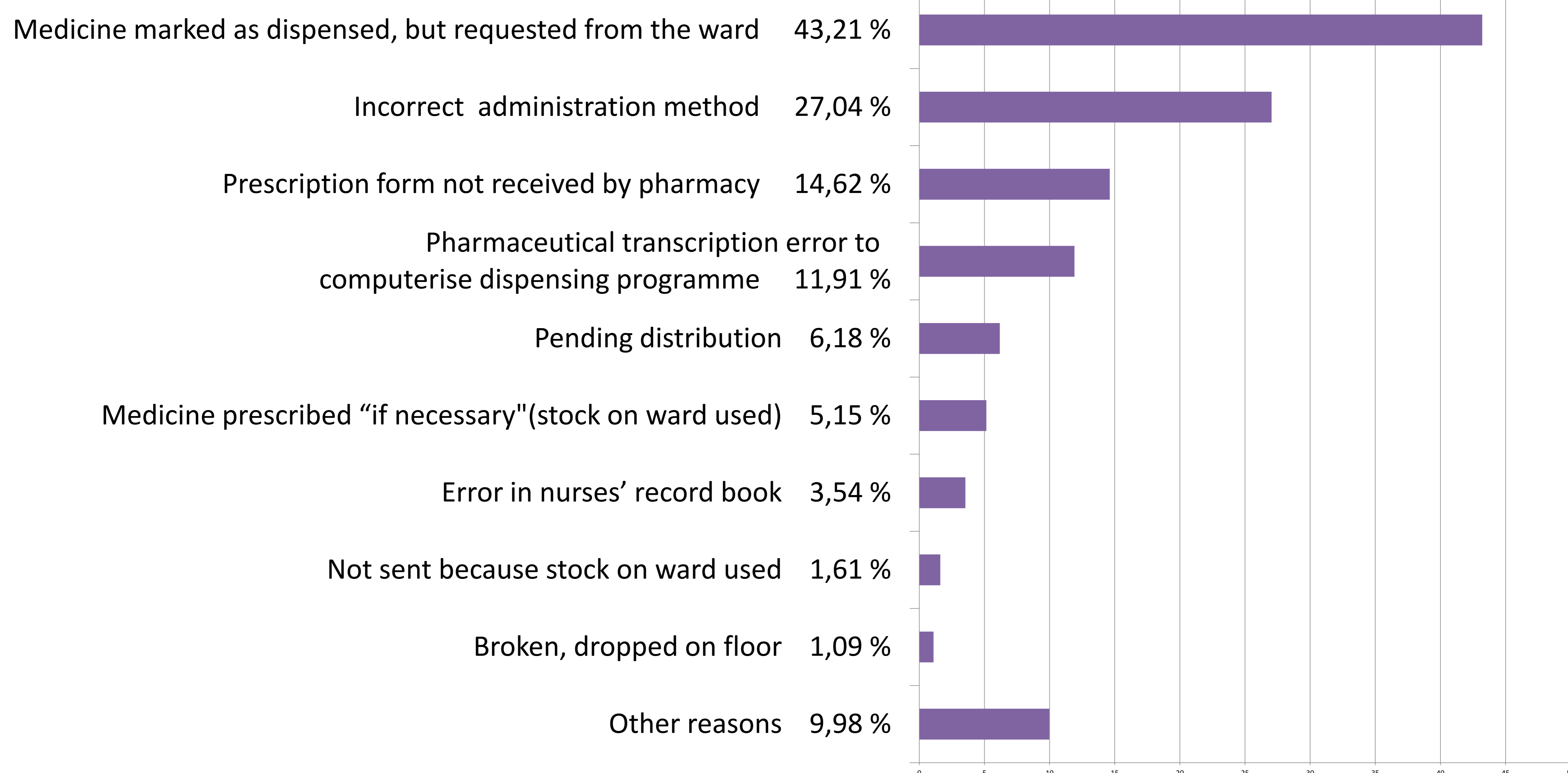
## Results

Number of medicines dispensed	851340
Number of complaints	1553
Percentage	0.93%
Mean of daily complaints	51.767
Standard Deviation	14.26
Range	20-85

Box-plot of daily complaints



## Qualitative and quantitative analysis of the reasons for complaints (%)



## Discussion

The frequency of medication errors and their causes has been analysed in a number of studies with the aim of defining quality strategies that guarantee the patient's safety. The dispensing process is a key factor in preventing errors, and our aim was to further explore the errors that occur during this process, by carrying out a qualitative and quantitative analysis of the reasons for complaints in our hospital.

## Conclusions

Analysing the reasons for complaints allows pharmacy services to identify the areas in the system where a higher number of errors occur, making it possible to suggest corrective measures and evaluate actions taken to improve the system.

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