

MEDICATION ERRORS MANAGEMENT IN VINMEC TIMES CITY INTERNATIONAL HOSPITAL

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Background

Medication error (ME) has been a matter of concern in many hospitals recently. A review conducted by the World Health Organization (WHO) in 2016 found that in the United Kingdom, 5% of prescriptions had errors. The error rate is 58% in Mexico and 42% in Sweden. A study in Vietnam in 2015 reported that 39% of doses had at least one error. In 2014, there is only approximate 4 medication errors reported in Vinmec Times city hospital (VMTC) monthly. This problem is due to the fact that unlike other developed countries, the establishment of safety culture in health care still faces many challenges and difficulties in a developing country like Vietnam. Many health care staffs still feel uncomfortable to report their own or their colleagues' errors. With the mission to deliver first-class health services to the people of Vietnam, VMTC has focused on medication safety issues by promoting safety culture, team-work root cause analysis, developing systemic interventions.

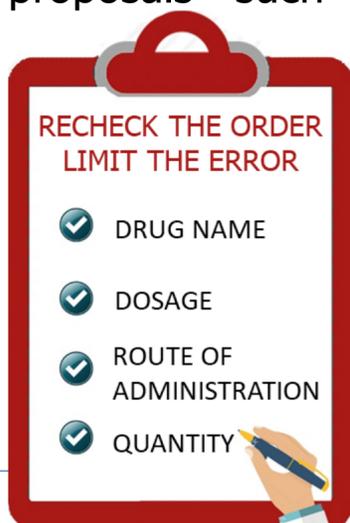
Measurement

The most important thing is to make staff understand the value of reporting errors by training and promoting campaign periodically. This project focuses on developing useful systemic interventions proposed by multidisciplinary team including the reporter rather than only counting the number. Our medication error management teams consist of physicians, pharmacists, nurses, quality staff, and policymakers who doing root cause analysis when ME occurring and reviewing activities periodically in the hospital range to intervene timely.

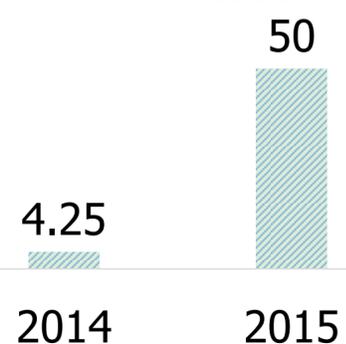
Activities and Results

From 2014-2015: "No shame, no blame" & "Report to reduce ME" posters

From 2015-2016: Learning from previous ME in 2014-2015, VMTC implemented a **"30-day of drug safety"** campaign and received 20 reasonable and valuable proposals such as changing prescribing time, training new employees more effectively, improving compounding quality...



The number of ME reports/month significantly increased



From 2016-2017: Along with the growth in the number of patients, the rate of ME also increased. VMTC established specific campaign on prescribing stage. The number of prescribing errors decreased by 35% (14 ME/month), of which the number of ME reached patients reduced by 50% (8 ME/month).

2018: Contrary to the increase in number of patients, rate of errors had decreased. VMTC decided to optimize campaigns to control spontaneous ME from a systematic approach. There were 5 praiseworthy proposals that can be applied effectively on a large scale. Each department actively controlled and analyzed the root causes of problems to suggest appropriate corresponding interventions.

