

# Medication Management at Emmy Monash Home for the Aged

By Margaret Gelberg

Many facilities within the QPS Benchmarking Network have enquired about how to approach the problems associated with the process of issuing medication. Facilities might benefit from the experience of Emmy Monash in Melbourne.

Margaret Gelberg, the Quality Manager at Emmy Monash, explains that the road to continual quality improvement is one that involves a lot of hard work and ongoing review, there are no shortcuts. Having said this Margaret also insists that the improvement that Emmy Monash has made has been worth the effort. The trend graph (Fig 1) demonstrates the significant reduction in errors made over time. The features of the continual quality improvement program implemented by Emmy Monash include the following:

- ▶ Medication incidents being filled out as soon as practicable and always on a daily basis.
- ▶ Employees who forget to sign off on the medication chart are reminded by other members of staff who see that this has not been done. The Douglas system used by the facility has separate blister

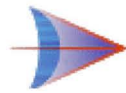
doses, so that non-administration of medication is instantly detected. Errors are mostly detected almost immediately by the Unit Manager.

- ▶ Any employees who do make an error are given supportive counselling and provided education almost immediately by the Unit Manager.
- ▶ When mistakes are made by the pharmacy, the medication incident report is faxed immediately to the pharmacy so that corrections can be made or reasons for errors corrected.
- ▶ The consultant pharmacist conducts audits on medications and when discrepancies arise the consultant

informs the resident's GP and also places a copy of his review in a folder located at the Nurses Station. Staff also bring the pharmacist's recommendations to the attention of the GP. This over time has resulted in a high level of GP compliance with the consultant pharmacist's recommendations.

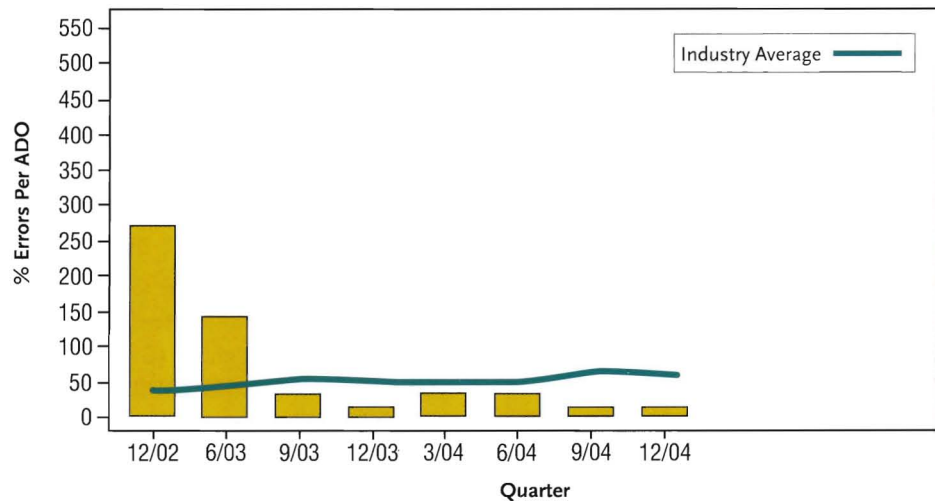
- ▶ There is a strong and active Pharmacy and Therapeutics Committee. Terms of Reference for the committee are clear and well documented. Agendas are prepared well in advance with staff given specific tasks to achieve or reports to provide. 📌

FIGURE 1.



QPS Focused Benchmarking Network

Medication Errors – Self Reporting (2.7.1)



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