

### **Project Title**

Proper Management of Unused/Discontinued/Expired Medication in The Ward

### **Project Lead and Members**

- Ho Wee Ling
- Logesvary Chandaran
- Fan Li Feng
- Florisa Rosales Go
- Jessy Chang

### **Organisation(s) Involved**

Kwong Wai Shiu Hospital

### **Healthcare Family Group(s) Involved in this Project**

Nursing

### **Applicable Specialty or Discipline**

Community Health

### **Aim(s)**

- Enhanced Quality of Care
- Promote Awareness On Safe Practices
- Prevent Potential Medication Errors
- Improved Workflow Process on Standard Medication Storage
- Achieved "0" Unused/ Discontinued Medication in the ward

### **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

## **Results**

See poster appended/ below

## **Lessons Learnt**

See poster appended/ below

## **Conclusion**

See poster appended/ below

## **Additional Information**

This project was featured at the Central Health Action & Learning Kampung (CHALK) Poster Showcase 2022.

## **Project Category**

Care & Process Redesign

Quality Improvement: Workflow Redesign, Clinical Practice Improvement: Root Cause Analysis, Plan-Do-Study-Act; Risk Management: Preventive Approach, Adverse Outcome Reduction

## **Keywords**

Medication Safety Practice, Medication Storage, Medication Errors Prevention

## **Name and Email of Project Contact Person(s)**

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# Proper Management of Unused/Discontinued/Expired Medication In The Ward

## Team Leader

Ho Wee Ling

## Team Members

Logesvary Chandaran | Fan LiFeng | Florisa Rosales Go

## Sponsor

Jessy Chang



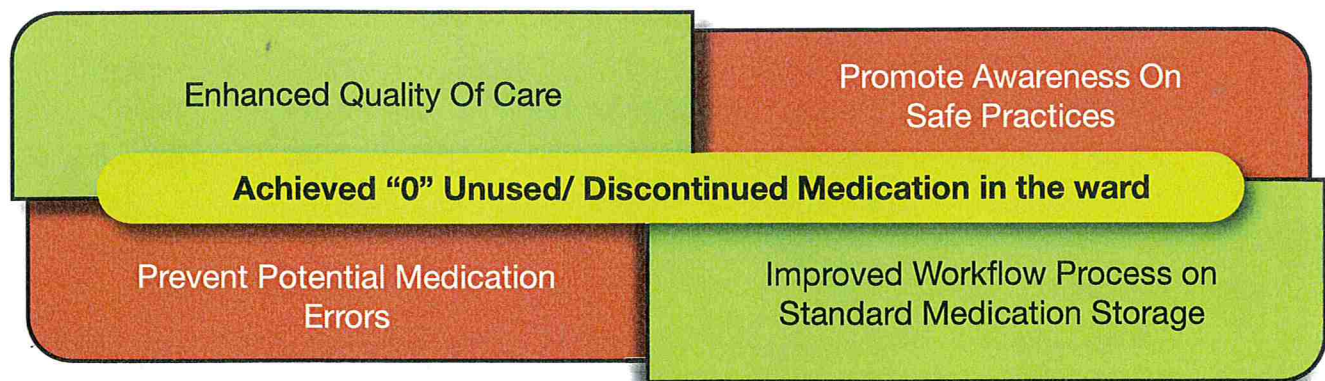
## Introduction/Background

Pharmacist audit was conducted in January 2021 and reported that ward staff are unable to manage some of the medication storage in the ward effectively.

## Problem

- 1) Inconsistent workflow on discard date.
- 2) Staff did not return unused/unopened medication to the pharmacy.
- 3) Discontinued medication already in used were not discarded.
- 4) There was no sticky label of "use first", "short expiry" on some of the medication.

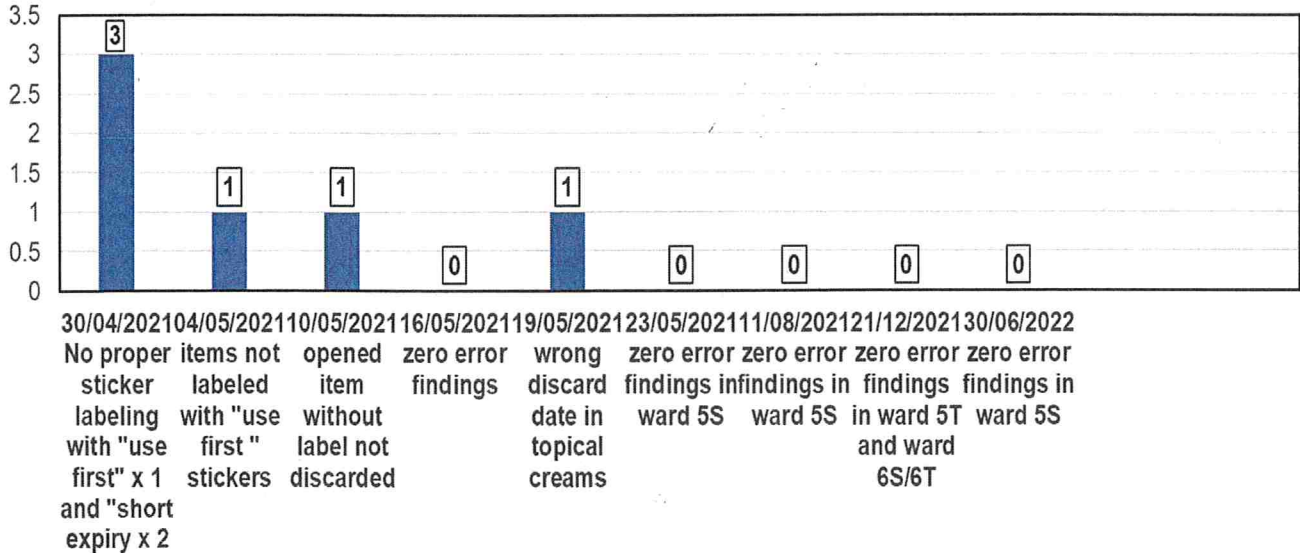
## Aim Of Project





Positive outcome: The unused/Discontinued Medication reduced to "0"

Findings From Medication Storage Audit at Ward 5 and 6 wards



## Methodology

### PLAN

- Analyse the root causes.
- Select an effective PDCA methodology.
- Select effective NHGP audit format.
- Identify pilot ward and nurses to lead the project.
- Set a realistic goal (within a month).

### DO

- Explain the project objective to the team.
- Teach and reinforce ward staff the following:
  - Refer to the NHGP guidelines on "Expiry date/Shelf-life of Medication After Opening" for proper medication management.
  - Discard unused, discontinued expired medication immediately. Return unopened and unexpired medication to the pharmacy ASAP.
  - Use yellow sticker to highlight the duration, special instruction of short-term medication.
  - Weekly check on medication storage. Check stock prior to ordering to prevent over top-up.



## **CHECK**

- Rectify mistake, re-train staff, reinforce on the correct practices.
- Revise audit checklist to make it more specific for staff to check on the unopened/discontinued and discharged medication.
- Conduct weekly audit and monthly cross ward audit.
- Obtain verbal feedback; evaluate and share the audit outcomes weekly to ward staff.

## **ACT**

- Pilot in level ward 5 Serangoon.
- Subsequently implement to the rest of the wards in level 5 and 6.
- To follow up progress.

## **Sustainability**

- On going training of new staff and monthly audit of the consistent practices by trained staff.
- 6 Monthly audits by KWSH pharmacist.

## **Lessons Learnt**

- Early identification of potential expired and discontinued medication can prevent medication errors and wastage.
- Staff should follow the workflow process on standard medication storage.

## **Next Step/Future Plan**

- To share the project solution with other wards in KWSH.

## **Impact**

### **RESIDENT**

- Received safe and effective treatment.

### **NURSE**

- Improved awareness and understanding of responsibility on safe practices.
- Prevent potential incident of medication errors and wastage.
- Maintain dignity of care.

### **NURSING HOME**

- Promote safe and quality care.
- Enhanced organisational effectiveness.