

CONFERENCE ABSTRACT

Detecting Adverse Drug Events using Information Technology: Identifying Knowledge, Attitude, Practices & barriers to Adverse Drug Reaction (ADR) reporting in a Secondary Hospital.

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Objectives:

- To meet compliance of medication management system by modifying ADR reporting form.
- Enhance customer satisfaction by providing safe & quality care.
- Decrease prolonged length of stay ultimately increasing cost occurring from ADRs.
- Improve employee knowledge, attitude & practices towards ADR process.

Introduction/Background: Healthcare professional's knowledge and attitudes to ADR and its reporting play vital role to report any cases of ADR. Positive attitudes may favor ADR reporting by healthcare professionals. This project was aimed to investigate the attitudes towards and ways to improve ADR reporting among healthcare professionals working at Aga Khan Hospital for Women Garden.

Based on Incident reporting analysis it was identified that only 7 ADRs were reported in 2014 & 2015. However, based on the random spot check it has been identified via ongoing physicians email & customer's feedback as well as ADR trigger tool file audit that ADR is a critical issue & not being reported. Therefore multidisciplinary team has been developed to address the issue.

Methodology: Retrospective Study was done for 6 months from Oct, 2015 to March 2016. For the implementation of this project six sigma DMAIC methodology was implemented. Data was measured by filling questionnaire regarding knowledge & attitude of health care workers. Once the data was gathered it was analyzed & further worked on it to improve & control the process with the help of information technology.

Results/Findings: ADR reporting form was modified, CMEs were arranged to train all HODs, staffs, Customized IHI ADR trigger tool was developed as well as pharmacist was trained to conduct MR reviews for sustainability, spot checks by HODs to check compliance was done. Pre Project compliance in staff knowledge= 40%

Post project compliance in staff knowledge= 94%

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Reaction (ADR) reporting in a Secondary Hospital.

Conclusion: Culture of openness should be ensured by regular training and re-enforcement of guidelines for medication management & ADR reporting among health care personnel.

Our project centered on patient safety, equity, quality and effective care

Keywords: adr; reporting; safety; awareness; education
