

ABSTRACT SUBMISSION

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Abstract Title: Be Audit You Can Be: Optimisation through Automation

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Background: Hunter New England Local Health District (HNELHD) encompasses 42 facilities, including thirty remote and rural hospitals without on-site pharmacy departments. Currently, these facilities are struggling to meet national accreditation standard 4 - Medication Safety, consequently increasing the risk of medication incidents to patients and the facility. District Pharmacy Services (DPS) provides guidance and support to these facilities through medication safety site visits to help facilities develop safer medication processes. The service provided includes developing easily implementable action plans for changes to medication safety, national inpatient medication chart prescribing patterns, and medication reconciliation practices.

Approach: As part of our standardised medication safety site visit program, we have developed an electronic pre-accreditation audit tool, including actions for medication storage, document access and general medication safety issues along with a National Inpatient Medication Chart audit tool and an automated medication reconciliation audit tool. These concise electronic audit tools allowed us to visit several facilities in minimal time and provide immediate feedback and action plans for the facilities from a surveyor's point of view.

Outcomes / Results: The concise electronic audit tools allow one pharmacist to complete several systematic assessments of a site in less than one hour. Previous to the introduction of the electronic audit tool, a single pharmacist would take approximately ten hours to complete audits at the same sized facility. These new audit tools have increased the quantity and quality of produced action plans and reduced the required FTE.

Take Home Message: HNE District Pharmacy Services has strived for medication excellence and has increased its function of supporting HNELHD rural and remote facilities through the implementation of electronic tools. The outcome is a reduction in the occurrence of medication incidents, and improved safety and quality use of medicine in accordance with national standards. Our services continues to expand and commensurate with our ever-increasing knowledge and experience.