MEDICATION ERROR OCCURRENCES IN WARD SUPPLY PHARMACY, HTAA

DIPLOMA OF PHARMACY IN THE
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APRIL 2009

ACKNOWLEDGEMENTS

Firstly, we would like to express our sincere gratitude to our first supervisor, Professor Dr. Wong Tin Wui, the lecturer of faculty pharmacy, University Teknologi Mara (UiTM) Shah Alam, for his dedication, support and guidance throughout the whole period of our practical assessment in the Hospital Tengku Ampuan Afzan (HTAA), Kuantan, Pahang.

Our sincere thanks are also directed to the co-supervisor of the project, Cik Tan Cheau Huey and Pn. Sharifah Nor Sazlin bt Syed Zainuddin , pharmacists in HTAA for their supports and helps, their knowledge and experience in the inpatient pharmacy management to be involved in the project that title medication error (ME) occurrences in the system of drug distribution in HTAA. We also appreciate their guidance on the research and freedom that they had given us in exploring the scope for our research.

We would like to grateful En. Zamri, a Chief of pharmacist assistant in HTAA for his co-operation and sharing his knowledge and experience about these systems to us. Without his information, this research will not be completed successfully. The support staffs in HTAA (such as Abang Din, Kak Fizah, Kak Su, Kak Za to name a few) also deserve our sincere appreciation for creating such a good research environment.

Finally, we would like to thanks our lovely parents, siblings, all friends for their support, encouragement, spirits and understanding during our difficulties.

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Abstract

The study was discussed on the incident of medication error occurrences in Drug Distribution System in HTAA. This study involved the two main systems applied by HTAA which are Traditional (floor stock) and Unit Of Use (UOU) System. The objectives of our research are; to observe and identify the types of ME that occur in the ward supply pharmacy (WSP), investigate the main causes that lead to ME and try to obtain the appropriate methods to solve the ME problems. The methodology of the study was concentrated to the observation and questionnaire method. The study subject comprised pharmacy staff, sisters and nurses in wards. Data collection derived from the observation and simple survey from WSP, certain wards and Unit Penyelidikan & Kualiti. These two systems actually have their own advantages and flaws in aspect of management, safety, efficiency and efficacy. Based on our research, we can conclude that, the traditional system is safer than unit of use system, less problem and easier for pharmacy staff to manage. In other hand, we can identify a lot of problems in UOU system which is majority caused by the prescriptions. For instance, most respondents faced many problems in managing the UOU system due to the prescribing errors, blurred or illegible handwritings. In short, UOU system may contribute to more ME occurrences in an inpatient pharmacy rather than Traditional System. All in all, everybody should increase alertness and try to avoid any possibility to make the errors in ordering and supplying the medications. They should co-operate as a team to minimize the medication error and therefore, the quality of life (QOL) of the patients can be improved.

Key word : Medication error, Unit Of Use (UOU) System, Traditional (floor stock) System, Ward Supply Pharmacy (WSP)

CHAPTER 1

1. Introduction

Through the observation in HTAA that involved staff especially pharmacists, pharmacist's assistants and nurses, we can identify some problems and errors involved in drug distribution system in Ward Supply Pharmacy (WSP), HTAA. A lot of comments from staff were also given due to their dissatisfaction with certain parts of this system. In fact, there are three categorization of Drug Distribution System; traditional, unit of use, and unit of dose system. Among of these three systems, there are advantages and disadvantages respectively. The system which is implemented in HTAA is a combination of traditional and unit of use systems (UOU).

The main four objectives of Drug Distribution System in HTAA are Efficiency, Efficacy, Safety and Economy. Efficiency is the system that produces results with little waste of efforts such as time, money and energy. In addition, this system should ensure that the appropriate drug should reach to the right patient on time. This system also has the ability to minimize the efforts of pharmacy staff by co-operating and combining all their experiences and knowledge together. Moreover, this Drug Distribution System should has the Efficacy which means, making a strong favorable impression or produce the right result with less or no error. Safety is also one of the important elements in this system because it involves human life. The pharmacy department is responsible to improve quality of life (QOL) of patients by managing the safe medications that include the right medicines, dosing regimes, and dosage forms to the right patient. Thus, when the hospital can meet these three objectives, then they can finally achieve another important objective which is Economy. This is because; Drug Distribution System functions in managing all drugs that are distributed to the patients properly, effectively and systematically. As a result, the system can enhance the usage of drugs with the lowest costs and avoid any wastage.

Hence, towards four objectives that they want to achieve, there are several problems that occur in HTAA which involved the two main Drug Distribution Systems. There are many factors that cause the errors, including system failure, human failure, or a