

The collaboration between Steno Pharmacy and the Danish acute clinics

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Introduction (GAMEPLAY)

In this project we have focused on the customers who have come directly from one of the Capital Region's acute clinics, by reference from 1813, where the prescription had not entered the system. The pharmacy will contact the relevant emergency clinic and obtain a new prescription and have a dialogue about what the reason is for the lack of prescription. Unintentional events in this project will be, lack of prescription server recipe. By reporting it as an accidental incident, the pharmacy tries to optimize the collaboration between Steno Pharmacy and the Danish acute clinics. And can hereby have a dialogue with the hospital or hospitals where the lack of prescriptions is highest, we can here cooperate to reduce the frequency of the lack of prescriptions.

AIM

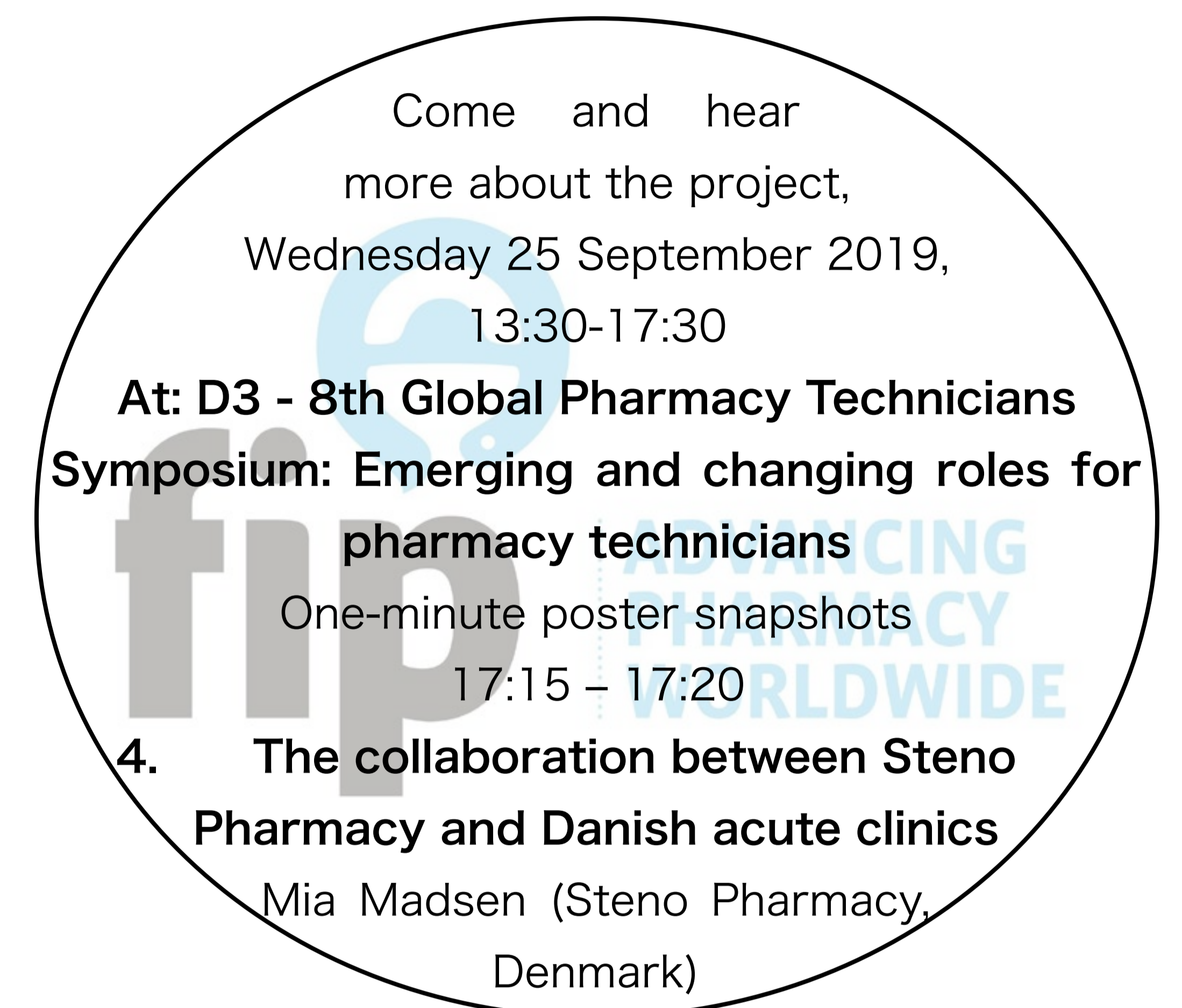
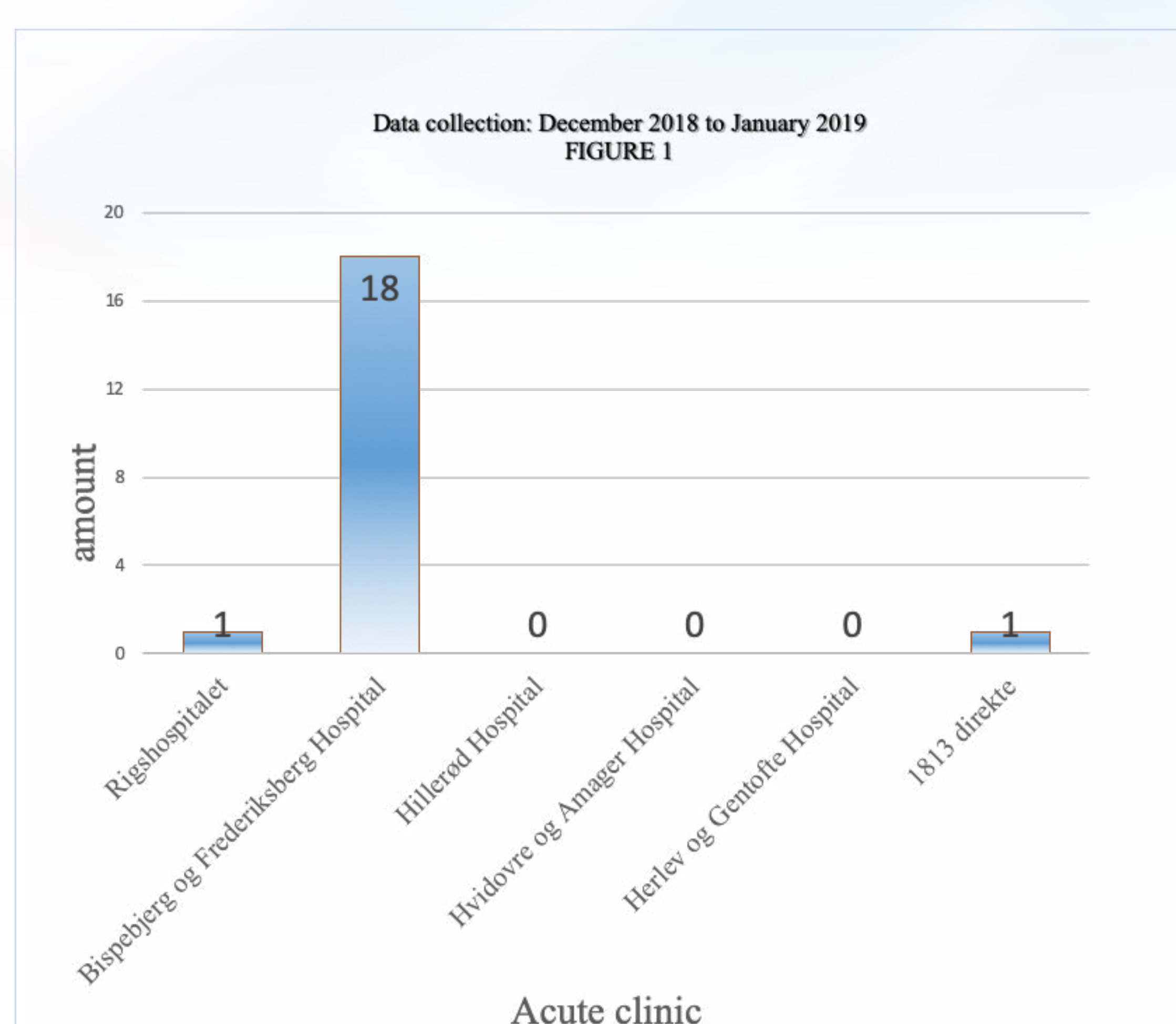
The aim of this study is to strengthen the interdisciplinary collaboration between Steno Apotek and the Danish acute clinics and to reduce the frequency of unintentional events, based on missing prescriptions on the prescription server.

Results

The result of the project showed that 20 prescriptions were missing in the system and had been reported as an unintentional event.

Figure 1: shows which Hospitals the missing prescriptions where from.

We report all the prescription through the Danish Agency for Patient Safety's website. In this way we could optimize the collaboration with the emergency clinics. But before we could start a conversation with the hospital, where we thought it was the biggest challenge, we got a call from from Bispebjerg Hospital. Through the conversation, we talked about the collaboration between the sectors, and the collaboration between Steno Pharmacy and the hospital. Our report of unintentional event was rejected, from Bispebjerg Hospital.



Methods

The data is collected from Steno Pharmacy for a period from Dec18 to Jan19.

The data collection is done by collecting data on the patients who enter the Steno Pharmacy, who lack prescriptions. Subsequently, it is reported as an unintentional event through the Danish Agency for Patient Safety's website.

Data is also collected by contacting the Danish Medicines Agency, about the Prescription order. This is done via email.

Conclusion

The result indicates that there is a problem with missing prescriptions, from the acute clinics based on data collection and results, from the period from December 2018 to January 2019, it can be concluded that the biggest challenges with the missing prescriptions are from the Bispebjerg/ Frederiksberg Hospital acute clinic. Unfortunately things didn't go as we had hoped, and the hospital could not see the meaning of the collaboration. And then he rejected our reports of unintentional events. From the results it can be concluded that sometimes a project can be like a game of Ludo. You do all the right things, everything goes well, rolling 6's with the dice. And then, when you are close to winning, you are knocked back to the yard. That is the feeling we are left with regarding this project.

