

## Practique Clinique et Investigation

### Pharmacist's Role in Patient Safety

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#### Abstract

Patient safety is the absence of preventable harm to a patient during the process of health care and reduction of unnecessary harm associated with health care to an acceptable minimum. The profession of pharmacy and pharmacists play a key role in medication management in hospital for patient safety. Medication error arise throughout the three main categories of prescribing, dispensing, and administrating, of the medication use process. Pharmacists play key role in reducing the medication errors (prescription, transcription, dispensing, and administration) by making appropriate interventions at each stage of medication use process.

Safety of the medication for patient in tertiary care hospital is the main challenging job for nursing, pharmacists, and doctors. To improve the safety of medication for patient audit need to be done at every stage of medication, specially audit of life saving medication stock to prevent the stock out at the time immediate requirement, and audit of medication flows to prevent medication error to occur. Medications are flows as prescription, reconciliation, transcription, appropriate review, indenting, dispensing, administration, monitoring and discard of medication. Doctor follow the prescription writing rules, Pharmacists follows storage and dispensing rules and Nursing follow the six rights of administration which is result in better outcomes of patient safety. All prescription should be revived by pharmacists prior to the medicine being dispensed and administered for reducing the supposed medication error.

In this study total medication error from February to March 2019 was collected and analyzed for causes like wrong dose prescribed, specific instruction not mentioned such as dilution or route of administration was not mentioned. After analyzing the root cause done for types of error. The method used to reduce the medication error is 1) Patient Safety culture. 2) Patient involvement Speak up program if any question for awareness. 3) Appropriate review after prescription and before indenting, dispensing, and administration of medicine by clinical pharmacists, appropriate review are - appropriateness of the drugs, dose, frequency, and route of administration, therapeutic duplication, potential allergies, potential interaction between the drug-drug and food, patient's weight and other physiological information, variation from hospital criteria for use, other contraindication. 4) Periodically audit of life saving medicine to ensure adequate stock for prevention of stock out situation. 5) Separate indent color for STAT medication and concentrated electrolytes to avoid delay dispensing. 6) Independent double checking before dispensing and administration of high alert medication. 7) Error specific training. 8) Medication management and use (MMU) awareness training to nursing, pharmacists, and medical officer. After three months of implementation result calculated total medication error related to prescription, transcription, dispensing and administration get reduced.

Involvement of pharmacists and patient reduce the patient medication cost, reduce the stay of patient in hospital, which is remarkable significant result for patient safety.

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## PATIENT SAFETY

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Patient safety is the absence of preventable harm to a patient during the process of health care and reduction of unnecessary harm associated with health care to an acceptable minimum. In May 2019, world health assembly endorsed the establishment of world patient safety day to be observed annually on 17<sup>th</sup> september. Moreover safety of patient is the foremost attribute of quality of care as defined by WHO it includes

- A goal a state of being that is free from unnecessary harm.
- A practice process and structure that aim to make a healthcare safer.

**PATIENT SAFETY is as simple as ABC**

A

LWAYS

B

E

C

AREFUL

Seek safety... Aim safety... Follow safety... Ensure safety... Teach safety... Yield safety

**FACTS:-**

Patient safety is a major public health issue. Globally millions of patients experience preventable harm every year. One in every ten patient is harmed while receiving hospital care. The harm can be caused by a range of incidents or adverse events, with nearly 50% of them being preventable.

Unsafe medication practices and medication error are a leading cause of avoidable harm in health care system across the world. Unsafe use of medication harms millions and costs billions of dollars annually. 15% of health spending is wasted dealing with all aspects of adverse events. Stats are from WHO, 2018.

**WHAT CAN BE DONE?**

**PATIENT SAFETY CULTURE--:** addressing safety means developing a patient safety culture by:

- Organization should be aware of potential risk or threat and be able to take avoidable measures.
- Recognize and fully investigate error
- Take preventive action in order to avoid future errors.

**INFORMATION TO PATIENTS --:**

By becoming health literate, patients by using information can help improve their own safety and of others, and help make services more patient-centered. Increasing health literacy means:

- Providing accessible information on drug usages.
- Using patient friendly language.
- Developing more conversation between professionals and patients.

**PATIENT INVOLVEMENT --:**

Patients are source of information of failure and gaps in system therefore, involvement of patient, their families, is vital. Healthcare professionals and decision makers need to:

- Listen to patients.
- Take their concern seriously.
- Accept them as equal partners.
- Encourage their feedback.

**ROLE OF PHARMACIST IN PATIENT SAFETY --:** Pharmacists play key role to optimize patient outcomes through the **safe, efficacious, appropriate and cost effective** use of medicine. Role of pharmacist in patient safety mentioned below --:

- All prescription should be revived by pharmacist prior to the medicine being dispensed and administered for reducing the supposed medication error.
- Pharmacist should monitor patients taking medicines.
- Educate the patients on storage, appropriate and safe use of medicines. **(Speak Up)**
- Assure the 6 R's for medication administration.
- Stand arising towards the storage, dispensing, administration, monitoring of high alert medication.
- 100% Medication reconciliation for preventing medication error to occur.
- Checking for wrong quantity of chemotherapeutic medication as per strength to reduce wastage, cost, and error.
- Educate the patient on appropriate use of MDI inhalers devices.
- Antibiotic Stewardship programme to reduce the use of restricted antibiotic for patient safety.
- Documentation of medications error
- Reporting of adverse drug reaction.
- Reconstitute the medicine as per prescriptions.
- Provide drug information as necessary to pharmacy, medical, nursing staff.
- Liasing with doctors about prescription.
- Inspect periodically medication area of nursing station to ensure adequate supply of stock drugs and their proper storage.

**5 Moments for Medication Safety**

**• MEDICATION SAFETY:** Medication safety is the process for preventing error or mistake in the medication use.

BY. RAJKUMAR SHARMA

## Biography

Raj Kumar Sharma is working as Pharmacy Jr -Executive at Apollo Hospital International Limited, India. Previously he has worked in CMC Hospital Ludhiana Punjab and Max Hospital Pvt. Ltd. Bathinda Punjab. He is participated in national conference and international conference. He is part of Medication Management in hospital and also part of JCI Audit. He has also passed various quality audits like. JCI (Joint Commission International), NABH (National Accreditation board for Hospital and Healthcare providers), PHARMACY De Quality (PDQ), 360 Audit etc. He is constantly working on improving quality of patient safety. Appropriate Storage of medication, preventing medication error due to high alert medication, and safe handling of chemotherapeutic medications, Antibiotic Stewardship programme to reduce the use of restricted - antibiotics. Recently he was recognized for “POSTER PRESENTATION” in 12<sup>th</sup> Medication Safety Conference 2019 1-2 November held at Abu Dhabi Dubai, UAE, and participated in 7<sup>th</sup> National Pharmacon Conference at Aditya Birla Memorial Hospital 16-17 Nov, Pune India. He has been also recognized for oral presentation “Roles of Pharmacist in Patient Safety” in upcoming Patient Safety Conference 2020 at Zurich Switzerland.

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