

## **Project Title**

Improving Medication Safety through Standardization of Labels in Wards

## **Project Lead and Members**

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## **Organisation(s) Involved**

KK Women's and Children's Hospital

## **Healthcare Family Group(s) Involved in this Project**

Nursing, Pharmacy

## **Applicable Specialty or Discipline**

Obstetric & Gynaecology Inpatient Wards

## **Aims**

- To standardize Bed Number Labels in Wards to prevent untidy and missing labels hence easier to locate correct patient's drawer
- To standardize Medication Labels in Medication Cart in Wards to improve tidiness and ease of retrieving the correct medication by pharmacy and nursing staff

## **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

## **Results**

See poster appended/ below

**Conclusion**

See poster appended/ below

**Project Category**

Care & Process Redesign, Quality Improvement, Lean Methodology, Job Effectiveness

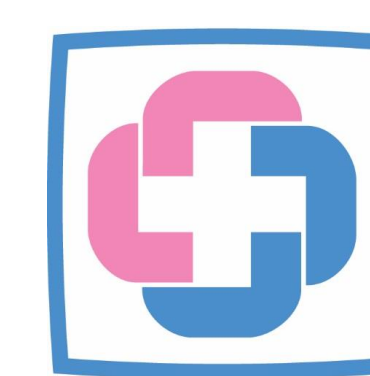
**Keywords**

Standardized Medication Carts Labels

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## Introduction

Having a well organised and clearly labelled medication cart is key to preventing medication errors and improving patient safety.

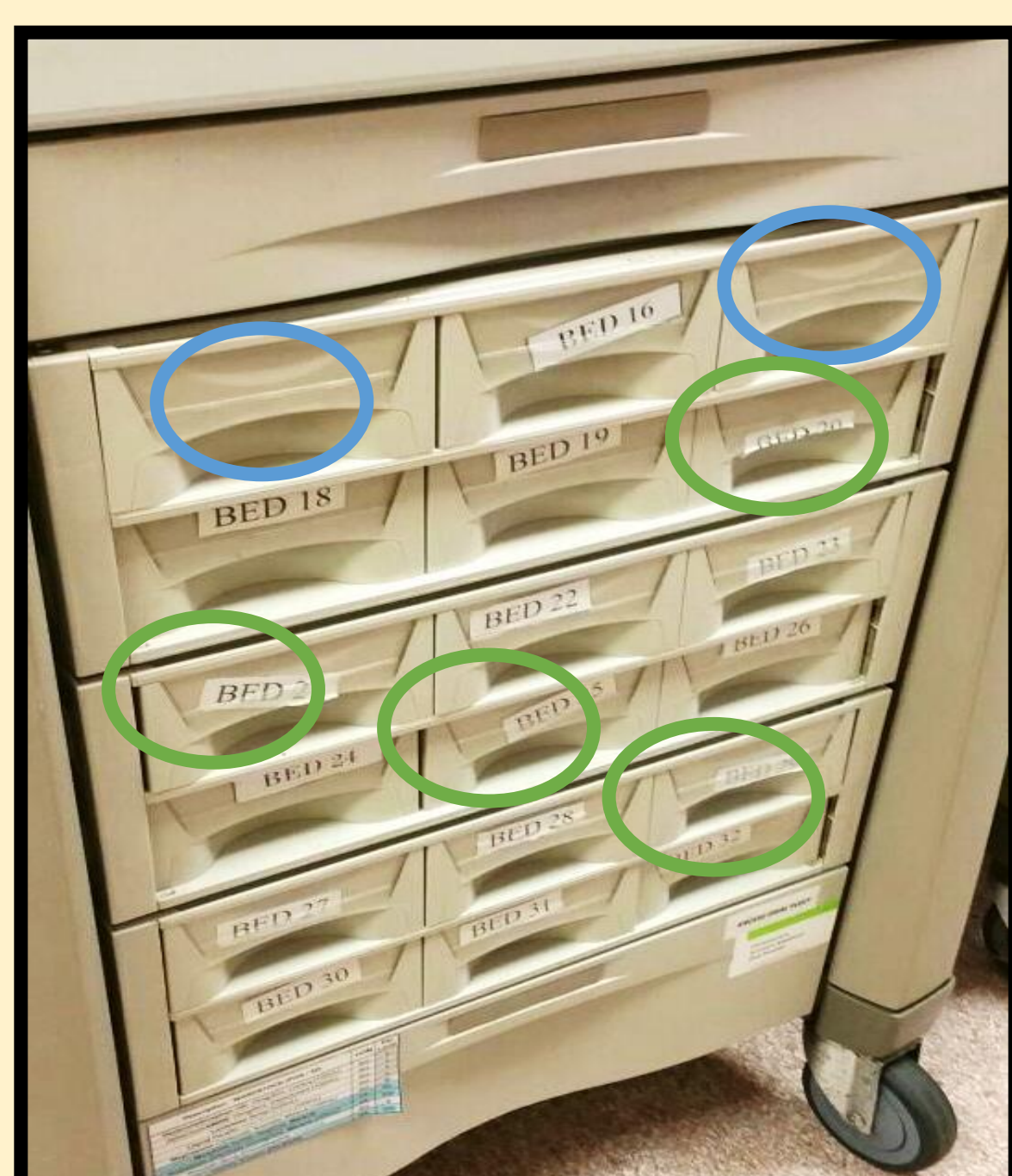
## Aim(s)

- ❖ Standardize Bed Number Labels in Wards to prevent untidy and missing labels hence easier to locate correct patient's drawer
- ❖ Standardize Medication Labels in Medication Cart in Wards to improve tidiness and ease of retrieving the correct medication by pharmacy and nursing staff

## Methodology

- ❖ Pre-implementation Survey was conducted to identify areas for improvement and collate suggestions and ideas
- ❖ Pilot of new labels in Ward 42, followed by Ward 71 before roll out to all other wards
- ❖ Post-implementation Survey was conducted to check if new labels are helpful to staff and if there are any concerns on the ground

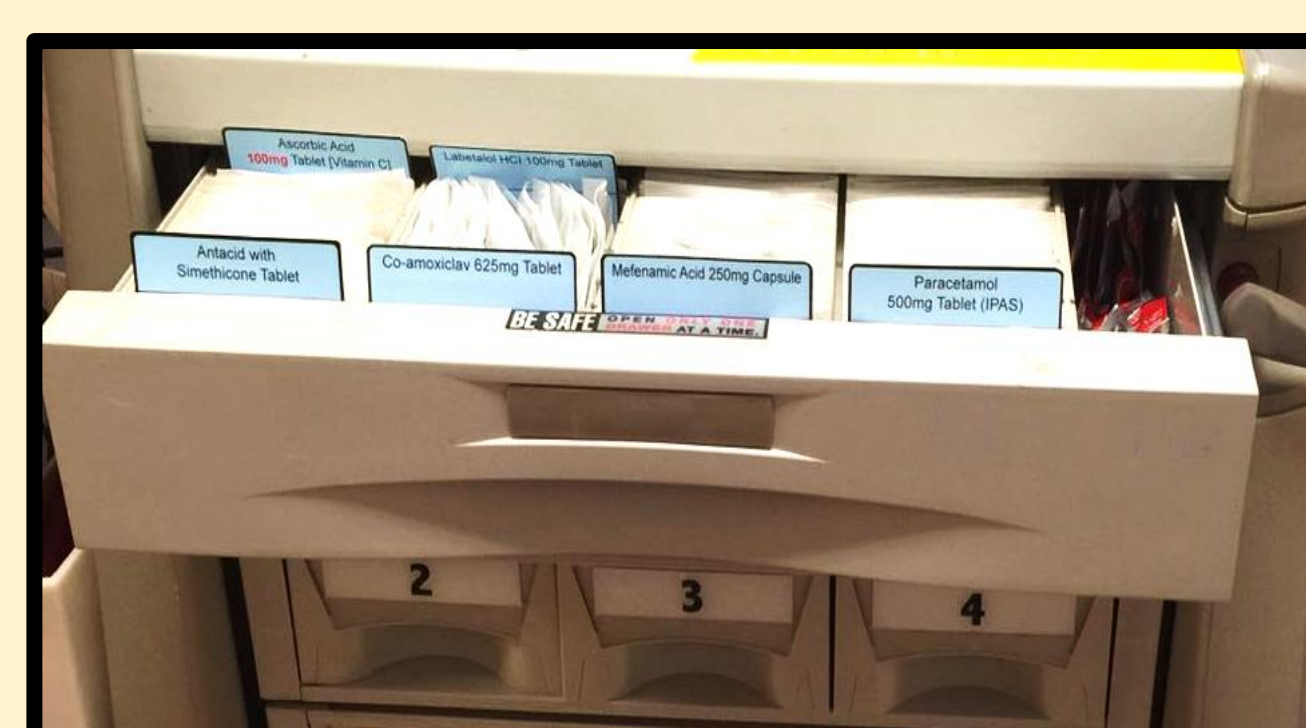
## Bed Number Labels (Before & After)



- Missing Bed Numbers
- Untidy or Dropping Out
- Non-uniform across Wards
- Overcrowding Drawer

- ❖ Reverse sticker printing to increase life span of label
- ❖ Standardize Font/Color across all wards

## Medication Labels (Before & After)

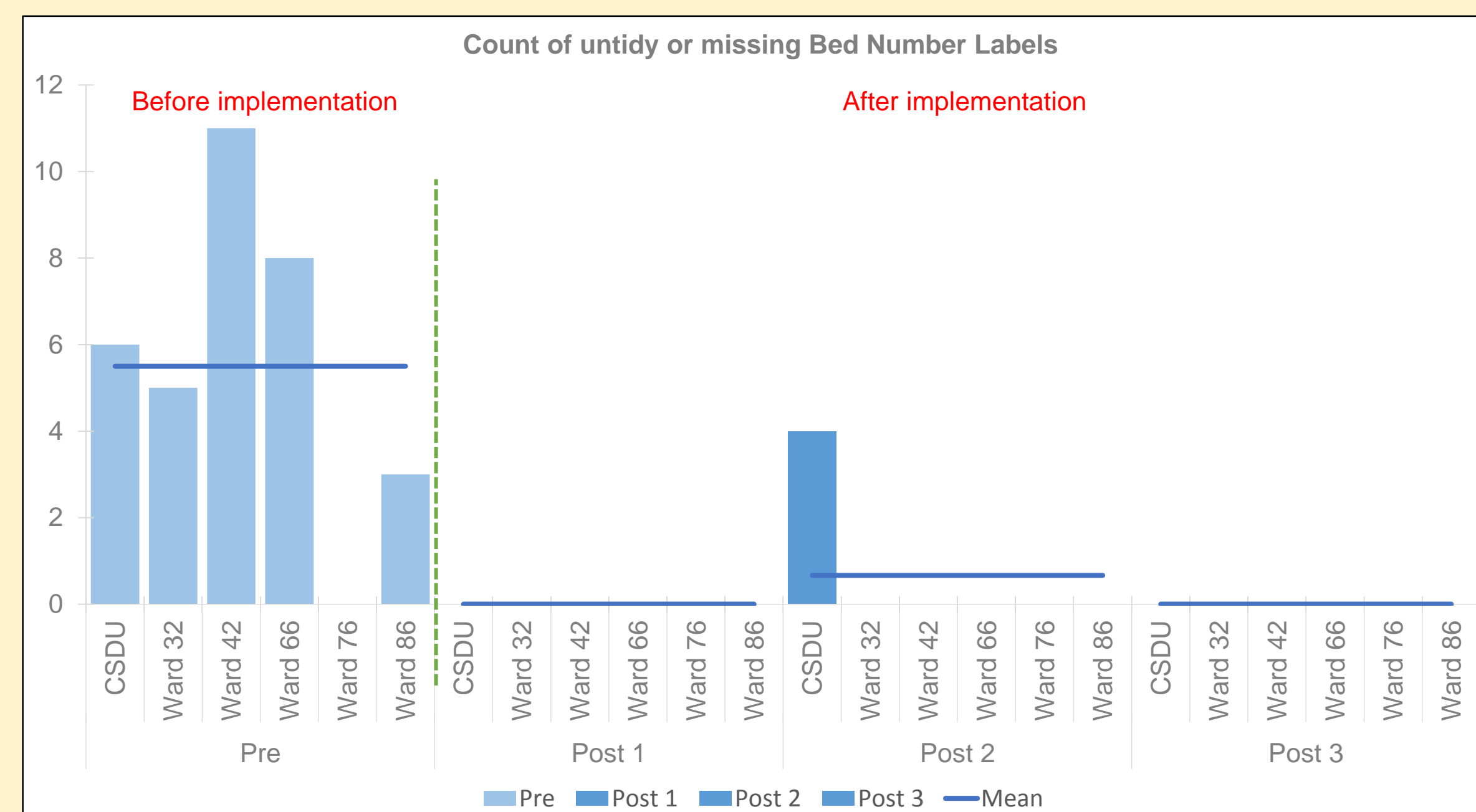


- Unable to find medication
- Wrongly return or top-up of medication
- Overcrowding
- Wrong drug description

- ❖ Flexible and protruding labels for ease of reading drug names
- ❖ Blue background to differentiate from white UD bags
- ❖ Installed permanent dividers to reduce the likelihood of falling labels
- ❖ Reviewed the ward stock (WS) list and PAR level with Nursing
- ❖ Reviewed to standardize drugs as much as possible among Obstetric and Gynae wards

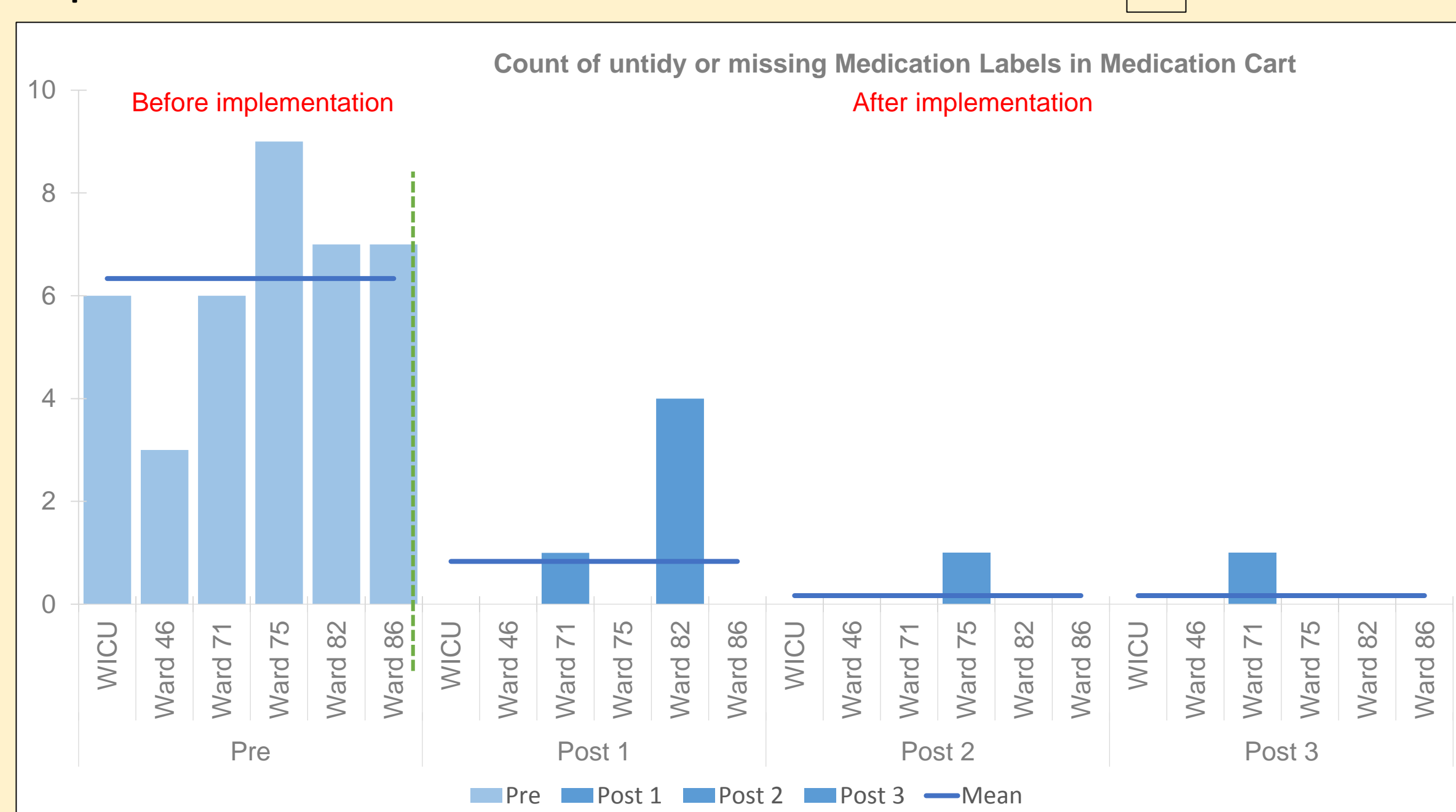
## Results

- ❖ Standardize Bed Number Labels in Wards to prevent untidy and missing labels  **ACHIEVED**



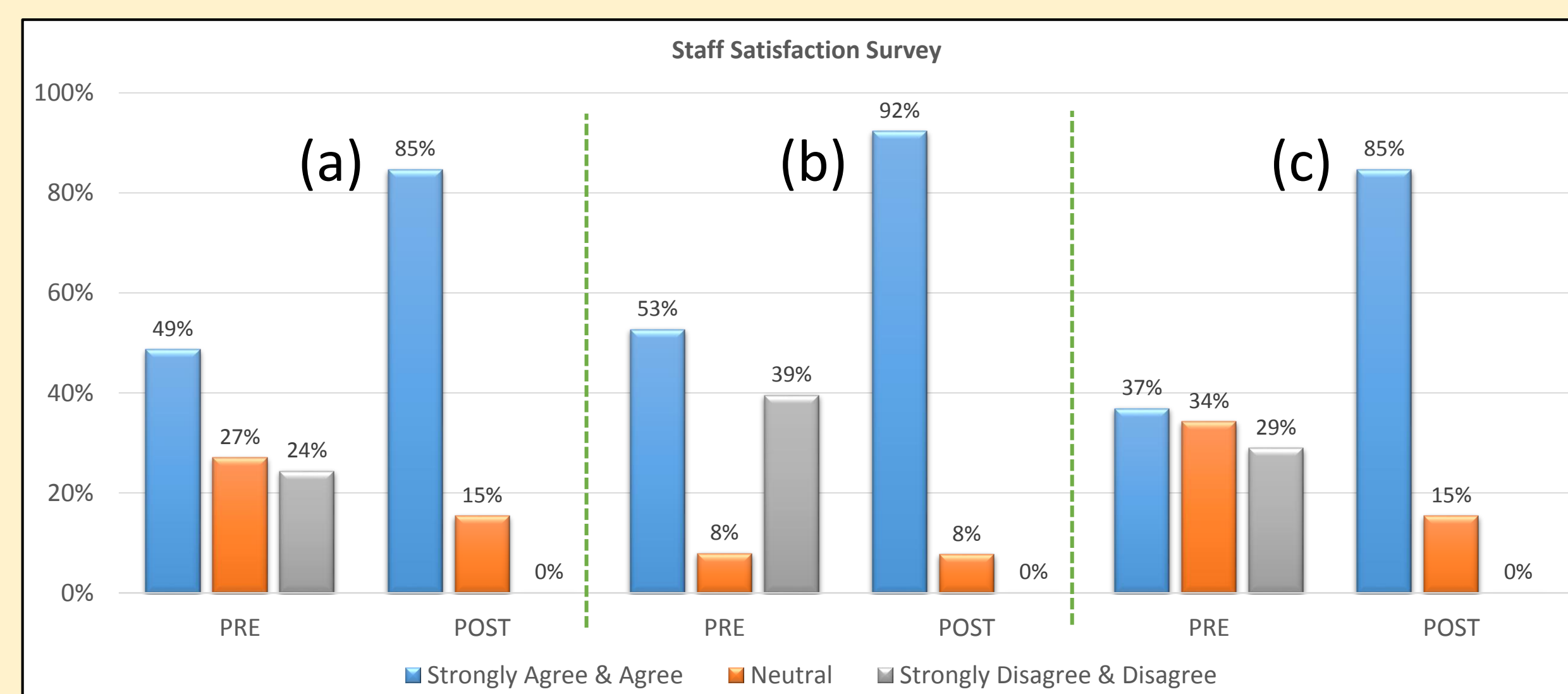
Graph 1. Average number of untidy or missing bed number labels per ward decreased from 5.5 to 0

- ❖ Standardize Medication Labels in Medication Cart in Wards to improve tidiness  **ACHIEVED**



Graph 2. Average number of untidy or missing medication labels per ward decreased from 6.3 to 0.8

- ❖ Comparison of Pre- and Post- implementation survey showed that staff are happy with the new labels as they make it easier for them to locate the correct medication.



Graph 3. (a) Percentage of staff who are satisfied with labelling of WS items in the Medication cart increased from 49% to 85% (b) Percentage of staff who are satisfied with arrangement of WS items in the Medication cart increased from 53% to 92% (c) Percentage of staff who are satisfied with the ease of retrieving and returning the unit dose bag fast and timely increased from 37% to 85%.

## Conclusion

This project helped to standardize the bed number labels and medication cart labels design and ensure consistency throughout the hospital. With the tidier environment, staff finds it easier to locate the correct medication, improving medication safety. Improving patient safety and preventing medication error is in alignment with our hospital priority - Target ZERO Harm!

## Acknowledgment

Pharmacy Labelling Team and Pharmacy Management Support