

# National Quality Improvement Conference

## Just Report! - To build a reporting culture among outpatient staff in Woodlands Polyclinic Pharmacy

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### Problem Statement

Woodlands Polyclinic Pharmacy noted an increase in prescribing near-misses since a switch of prescribing system in May 2021.

However, it was observed that 48-60% of prescribing near-misses were documented by two of our Medication Safety representatives (MS Reps), while the 21 other pharmacy staff were not actively reporting near-misses.

The limited reporting of near-misses by all staff may reduce (and potentially skew) understanding of existing gaps in prescription issues to reduce prescription and medication-related errors.

### Project Aim

To improve the reporting culture among all staff in FY2022 within 6 months via:

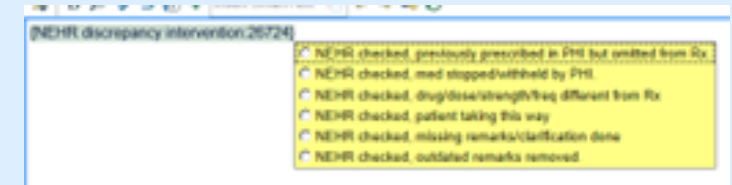
- Increasing staff reporting of prescription near-misses as measured by reducing the ratio of near-misses reported per MS rep to pharmacy staff by 50% **from 8:1** in April 2022 **to 4:1** in January 2023

### Lessons Learnt

- As building a reporting culture is a habit that requires conscious practice, the project team has to **continue regular efforts beyond the project timeline** and enforce staff to "Just Report" so that near-misses can be identified and rectified before it slips through to patients.
- Beyond reporting, regular engagement with doctors are also required to bring down repeated near-misses so that:
  - ✓ efforts of reporting are deemed fruitful to staff and
  - ✓ to sustain efforts in creating value for a reporting culture.

### Potential Solutions

1) Regular & appropriate use of smart-phrases in reporting prescribing near-misses. <sup>C</sup>



2) Monthly posters shared to staff to:
 

- Improve awareness of appropriate near-miss reporting. <sup>A</sup>
- Recognize and highlight staff efforts in good near-misses reported. <sup>B</sup>

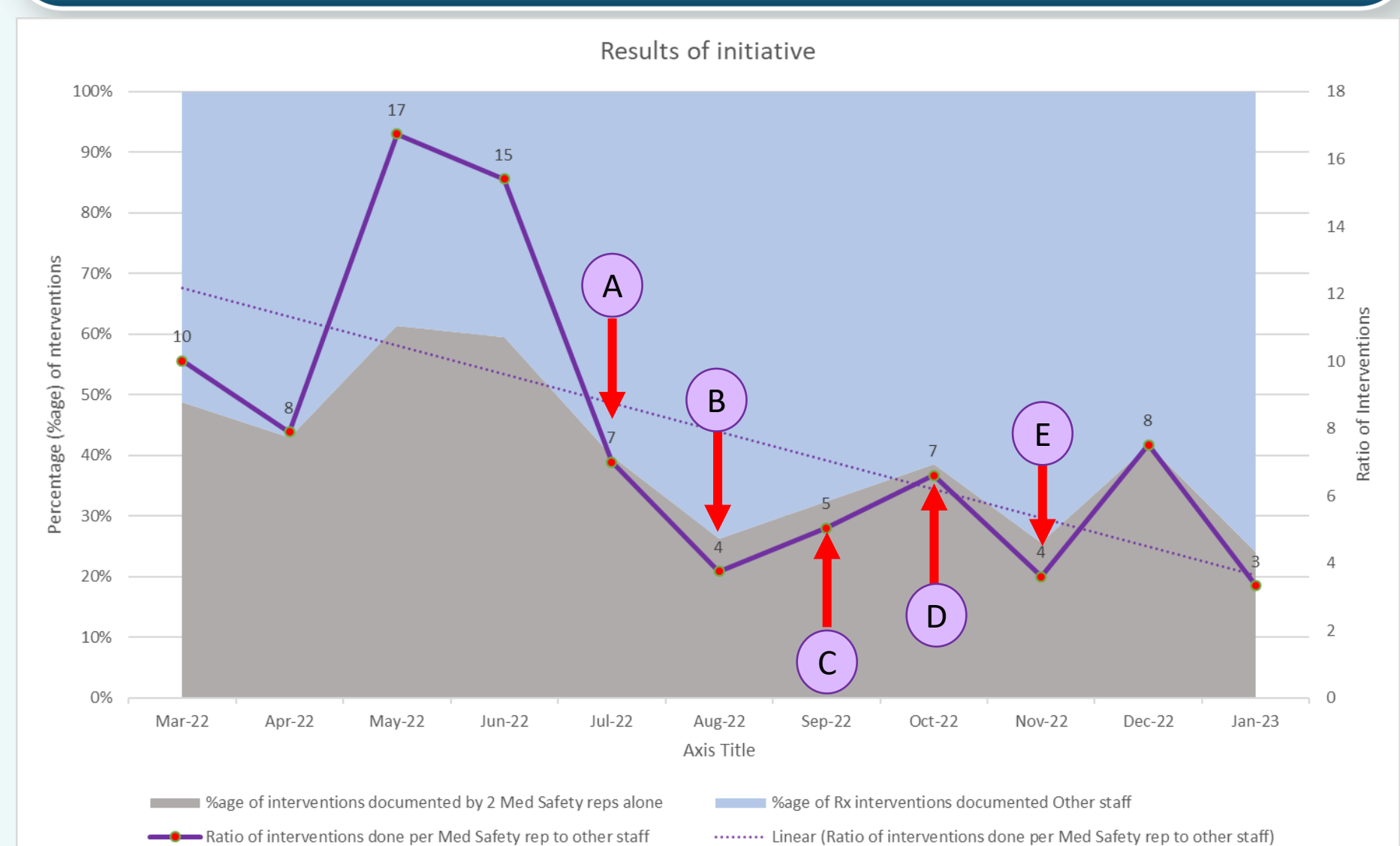


3) Use of near-miss data to reinforce good prescribing habits to doctors via roll calls for upstream improvements, thus improving perceived value of reporting. <sup>E</sup>

4) Reminders (visual <sup>C</sup>, verbal and via gaming <sup>D</sup>) to report near-misses when staff encounter any.



### Outcomes & Impacts



Target Achieved by achieving a ratio of 3:1 near-misses reported in January 2023, although target was not achieved consistently during the project.

Average number of prescribing near-misses per month was maintained at 617/month during the project duration.

Solutions were set in place (as marked A-E) in the above chart, of which:

<sup>A</sup> Monthly posters to improve awareness

<sup>D</sup> Reminder of reporting via gamification

Showed greatest and more immediate impact in encouraging more staff to report actively.