Improving Patients' Accessibility to Their Medication Information via Personalized Medication List

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Problem Statement

Often, patients are unable to retain and understand all the counselling information given by staff over the counter or via phone call. Besides having access to reliable medication information via website, print out and other digital channels, there is a need for a consolidated medication list containing information that is patient specific to serve as the source of truth for patients to know the medications they are on, and to access reliable medication information relevant to them. This has become increasingly more important now with the move towards medication delivery where most of the encounters with pharmacy staff are conducted virtually.

Project Aim

To improve patients' access to information about their medications via a personalized medication list, by 50% in 12 months.

Lessons Learnt

1. Change management takes effort and patience. Continuous engagement and seeking feedback from patients and staff and incorporating the workflow as part and parcel of the dispensing workflow are key points to sustaining.
2. Implementation is not about just sharing the workflow with ground staff. It will not sustain without constant engagement and PDSAs eg:
   - Work with various teams to troubleshoot technical issues (e.g. create access, configure and optimize printer settings)
   - Actively gather staff feedback
   - Streamline workflow for ease of counselling
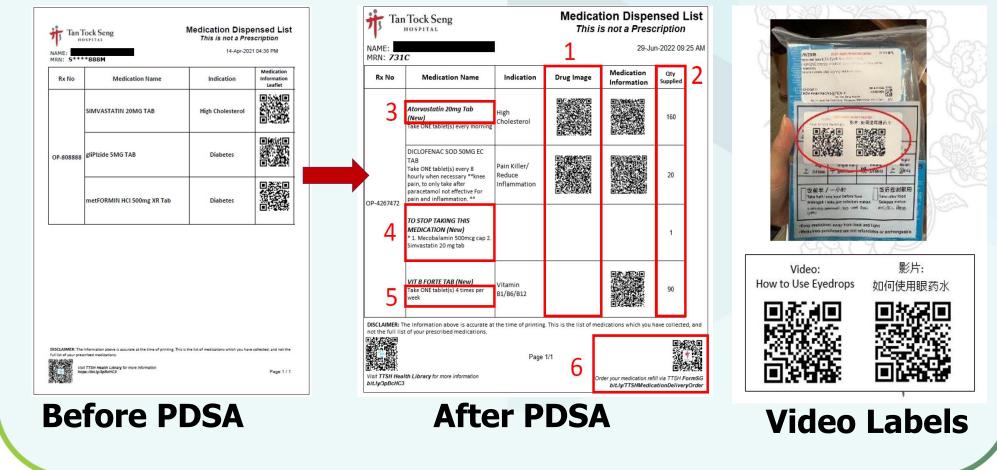
Potential Solutions

Medication information leaflets (MIL), videos, drug images, and other relevant drug information are uploaded onto TTSH content management systems, and the respective hyperlinks are uploaded onto Pharmacy system Rxpress to generate a drug-specific QR code.
With the creation of an in-house SSRS (SQL Server Reporting Services) report, patient specific Medication Dispensed Lists (MDL) are generated, containing QR codes to the various medication information where patients can easily scan to access.

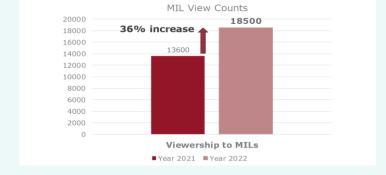**Before PDSA** **After PDSA** **Video Labels**
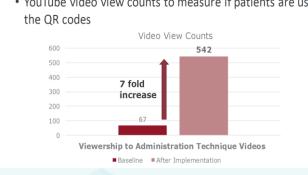
Outcomes & Impacts

Patients' Acceptance:
1. MIL on TTSH Health Library: Increased from 13,600 views (2021) to 18,500 views (2022) (36% increase)
2. Administration technique videos on YouTube: Increased from 67 views (2021) to 542 views (2022) (709% increase)

Patient Satisfaction :
1. 87% scanned QR codes to access medication information
2. 80% agree that they understand more about their medication
3. 80% used the MDL to check the quantity of medications
4. 73% find the MDL useful
5. 100% wants this initiative to continue

Future Plans:
The team will continue to explore ways to improve, spread and scale. In future with the readiness of various systems, the MDL can be presented in a fully digitalised format.