IMPLEMENTATION OF CONTINUOUS QUALITY IMPROVEMENT (CQI) PROCESS TO MINIMIZE THE RISK ON MEDICATION ERRORS IN THE IMPATIENT DEPARTMENT, BANGRAK HOSPITAL

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Thesis Title: Implementation of Continuous Quality Improvement (CQI) Process to Minimize the Risk on Medication Errors in the Inpatient Department, Banprak Hospital

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ABSTRACT

The aim of this research was to assess and evaluate the effectiveness of CQI that was used for reduction the risk of medication error in the Inpatient department of Banprak Hospital. The assessment was done through the process of comparison between the percentage of medication error made by IPD nurses and other related disciplines i.e. doctors & pharmacists before and after implementing CQI. During April 2001 – September 2001.

The assessment of medication error was performed based on 3 factors, namely document/equipment/medicine, the preparation of medicine and techniques of medicine dispensing. After implementing CQI, it was found that the risk to medication error caused by document/equipment/medicine, the preparation of medicine and techniques of medicine dispensing had decreased from 1.34 % to 0.55 %, 1.26% to 0.48 % and 48% to 1.45 %, respectively. It can be said that the errors due to techniques of medicine dispensing had dropped significantly as the initial value was high. Modifications and corrections were performed with in the unit only. Conclusively, the average of percentage error had dropped from 3.38% to 1.08 % and all errors ware no harm to patients. The supportive factors contributing to the success of the implementation of CQI, are that the hospital has set up a policy to achieve better quality of services and its aims to obtain the Hospital Accreditation by 2002.
Though, the study has shown that CQI has helped the hospital to reach the goal of the reduction medication error, i.e. to reduce to less than 5%, this result cannot guarantee that the effect of medication error to patients will decrease accordingly. Therefore, to improve the effectiveness as well as the efficiency of medicine dispensing, there should be other procedures to prevent medication error for certain types of medicines which are considered as high risk to patient.