

FROM STUMBLE TO STRIDE: A STREAMLINED FORMAT FOR MEDICATION SAFETY WALKAROUNDS GREATLY INCREASES THEIR VALUE

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BACKGROUND

Medication Safety Walkarounds (MSW) are an increasingly used quality initiative that supports the cultivation of a strong safety culture. Barriers to MSW completion include their time-intensiveness, the availability of senior leadership as regular panelists, and demand; within large facilities such as St George Hospital, 30 or more locations require a MSW in each review cycle.

OBJECTIVE

Develop and evaluate a sustainable, streamlined model for undertaking MSWs in a major metropolitan hospital.

ACTIONS

The Medication Safety Committee discussed advantages and disadvantages of traditional MSW models and identified change opportunities. MSWs were then redesigned as a two-part exercise;

- (1) an on-ward audit with verbal staff survey completed by the ward pharmacist, followed one week later by
- (2) a 30 minute online meeting of the full MSW panel; Nurse Unit Manager, Nurse Educator, Director of Pharmacy (or other senior manager), Medication Safety Pharmacist, Patient Safety Manager, ward pharmacist and other nursing or medical staff.

An audit and survey tool was developed to facilitate part 1, with each component mapped to policy and best practice recommendations.

In preparation for part 2, the Medication Safety Pharmacist prepares a summary of key audit and survey findings, ward-level medication incident data and routine measures for National Standard 4. Results are discussed at the online meeting, constructive two-way feedback is encouraged and agreed actions are endorsed within a final report.

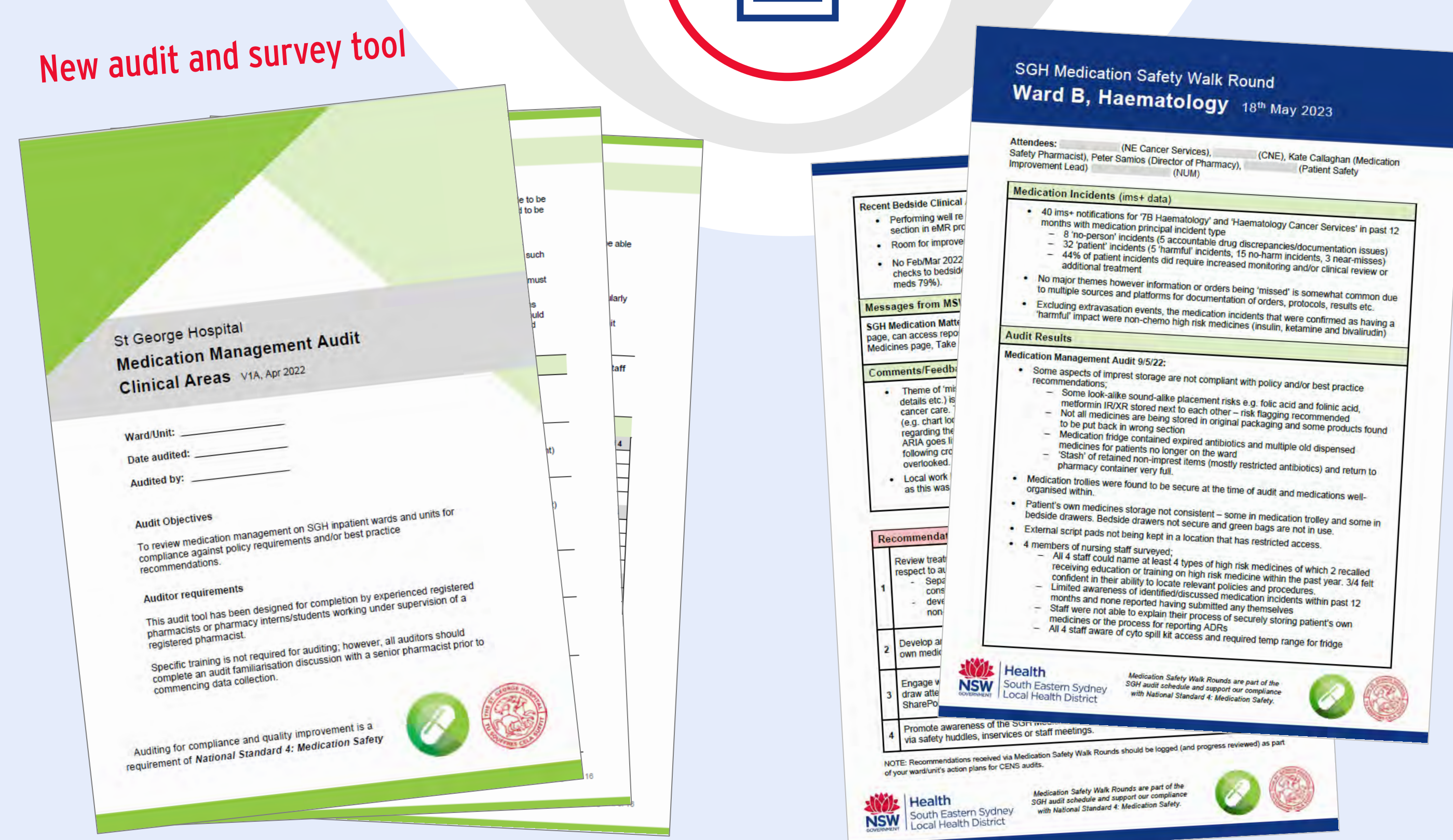
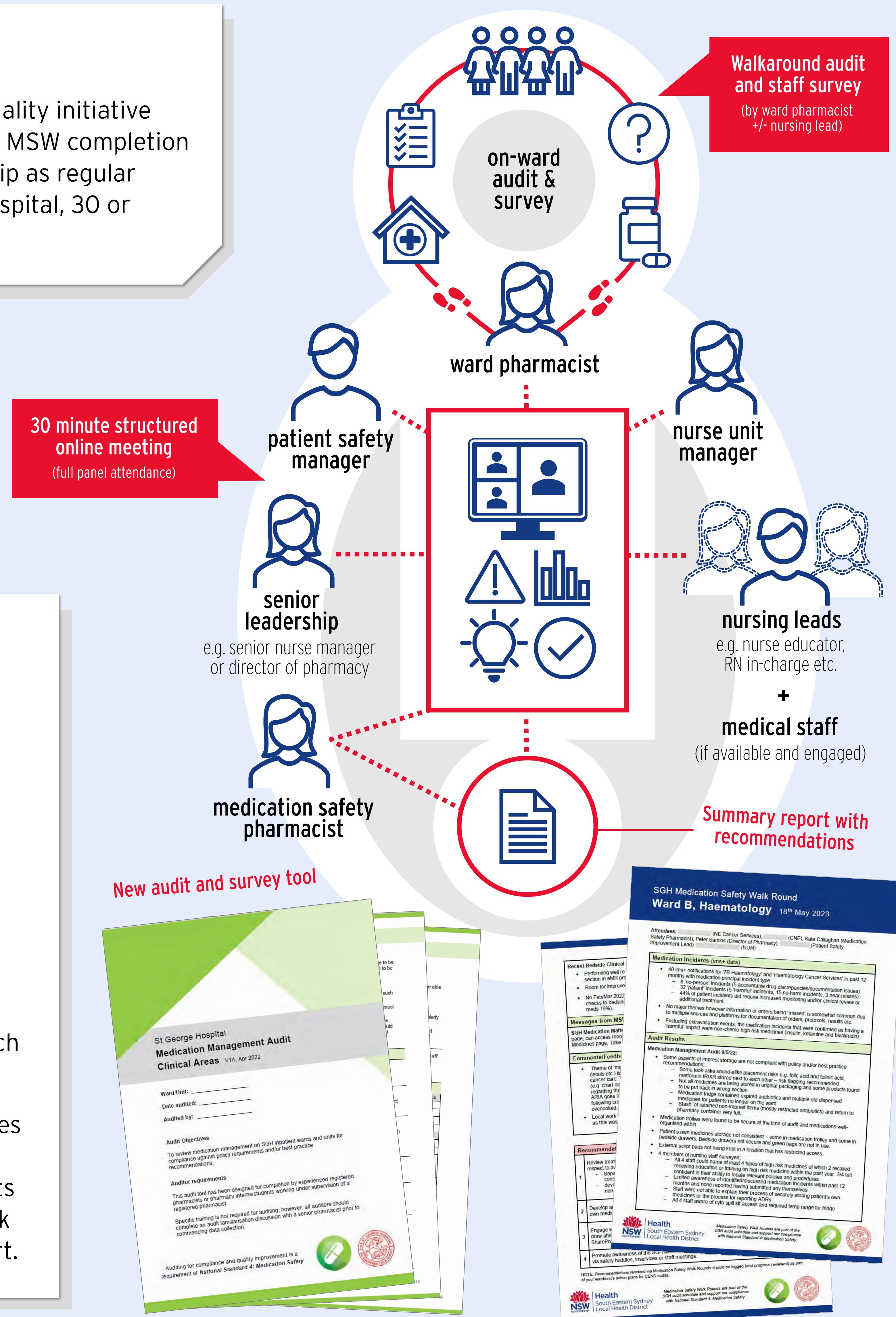
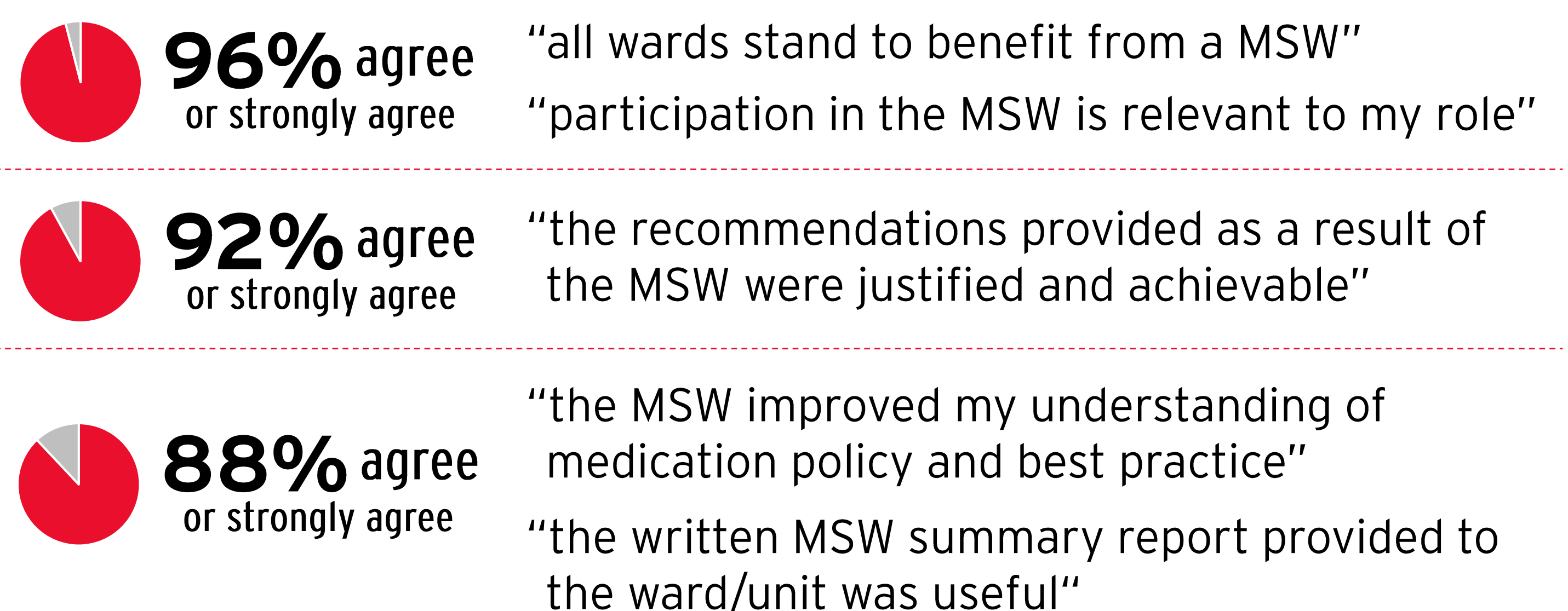
RESULTS

The number of walkarounds completed per year increased from 9 to **23**

86% of walkarounds now have senior leadership involvement (up from 33% under previous model)

“Excellent service, professionally delivered. Very useful for quality assurance purposes, provided clear and realistic recommendations for improvement. Ideally an annual activity if staffing permits. Thank you!”

Walkaround participant responses to an evaluation survey were overwhelmingly positive:



TAKE HOME MESSAGE A streamlined format for Medication Safety Walkarounds resulted in more judicious use of panellists' time, vastly improved engagement, and a more frequent, sustainable review cycle compared to traditional walkarounds.