

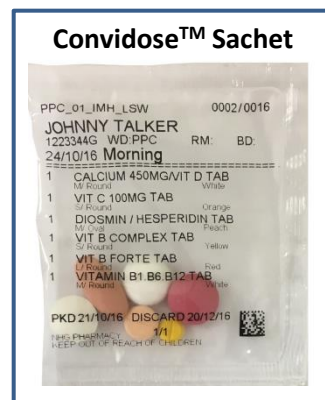
Pharmacy-Related Quality Improvement Projects in Hospitals in Singapore



Implementation of ConviDose™ System in IMH Long-Stay Wards

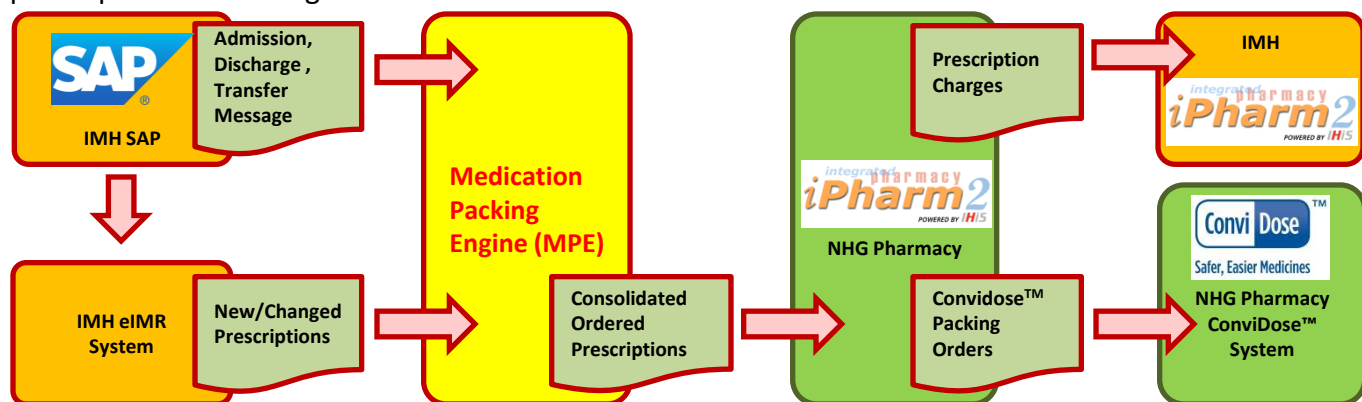
Introduction

In 2011, the medications of four IMH long-stay wards (LSW) were supplied by NHGPh using its multi-dose medication system – Convidose™. However, the transmission of medication orders and billing information were manual processes. Nurses would painstakingly fax patients' Inpatient Medication Records to NHGPh whenever there were medication changes or ward movement, after which NHGPh staff would manually input the orders into NHGPh's pharmacy system (iPharm), increasing the risk of manual transcribing errors. After dispensing, IMH Pharmacy staff would manually update billing information according to paper invoices each month.



Intervention

In 2014, both institutions collaboratively developed the Medication Packing Engine (MPE) - a backend interface system that automates the transfer of patient information and movement, new/changed prescriptions and billing information between the two institutions:



Impact

In 2016, this cross-institution innovation and Convidose™ were deployed to 22 LSWs (≈1000 beds) and had derived benefits below:

Rx Filling Time	Rx Turnaround Time	Nurses' Med Admin Time	Billing Time	Dispensing Near Misses	Manpower Saving	
↓ 56%	↓ 50%	↓ 35%	↓ 93%	↓ 40%	NHGPh	3.82 FTE
					IMH Ph & Nurse	7.20 FTE

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