

# Medication Refill Improvement Project

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## Introduction

•**Site:** Al Hada Armed Forces Hospital, Taif, Kingdom of Saudi Arabia.

•**Time:** June 2010 till August 2010.

•**Patient Safety relevance:**

❖ Medication adherence is important for proper control of chronic diseases.

❖ Redesigning medication refill process to be more safe and patient-centered would enhance patients' adherence for medications.

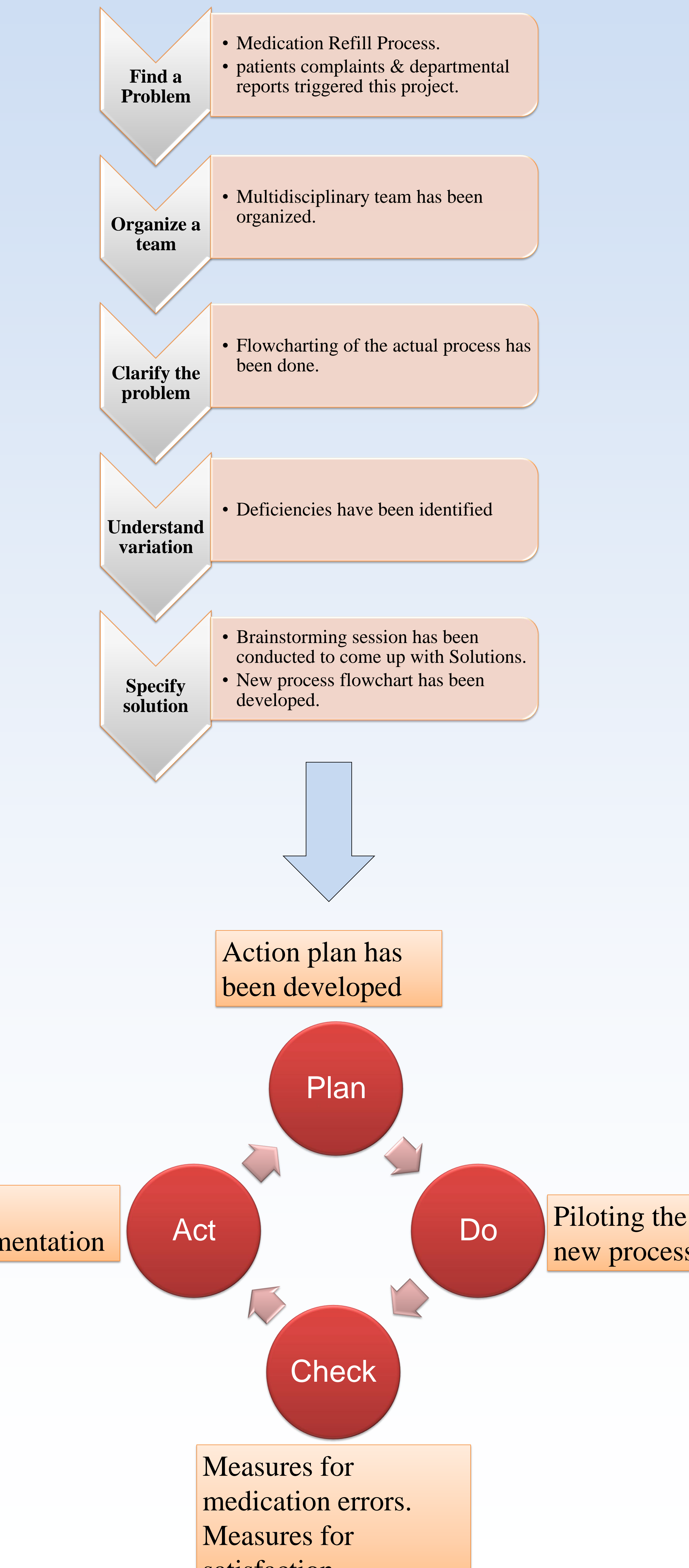
❖ This project has served large number of patients (average outpatient visits/ month is 90000 and majority of them are for chronic patients).

## Purpose

Redesign medication refill process to ensure:

- Standardized and simple process for both providers and patients.
- Timely service.
- Safe process contains safeguards preventing medication errors.
- Reduction of the number of walk-ins allowing more time for physician- patient interaction

## Methodology



## Results

**Regarding patients:**

- ❖ medication refill became easier and more timely.
- ❖ Number of patient complaints have been decreased.

**Regarding providers:**

- ❖ interruptions of service have been minimized.

## Lessons Learned

- ❑ Adherence to medication is essential for controlling non communicable diseases. Tackling adherence requires provision of sound practices and regular patient advocacy. This project was confined to the boundaries of medication refill process.
- ❑ Realizing that target groups are not always homogenous and there is a need to cater to the service based on different personal, demographic, cultural, social, and economic characteristics to ensure equity and social justice.
- ❑ Aligning voice of customer to voice of process ensures patient centered care.
- ❑ Root cause analysis is a heavy process that requires time and dedication to reach comprehensive solutions. Commitment of leaders to provide time and resources is essential.
- ❑ The first pilot of the new process revealed serious patient safety concerns required new redesign for the process.

## Implications

- ❑ Proper integrated performance improvement projects are advised to be initiated through central committee which is able to prioritize improvement areas and establish inter-hospitals teams.
- ❑ Medication adherence is of importance for public health. For improving medication adherence, structural capacity of the healthcare organizations should be improved to support safe and timely medication refill process. This capacity could be maximized by establishment of system allows proper communication and integration between different levels of service provision which caters for different needs of chronic patients.
- ❑ Figuring out social determinants – in particular health literacy— is essential for improving medication adherence

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