

Pharmacy Technician – The panacea to poor infusor management in Hospital in the Home

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Background

Elastomeric devices (infusors) are a convenient method of administration for parenteral therapy outside the hospital environment, freeing up inpatient beds. Prior to the involvement of a dedicated pharmacy technician as part of the Hospital in the Home (HITH) program, ordering was paper-based, time consuming and involved multiple steps and physically isolated people. The lack of a streamlined coordination process led to missed orders, wasted time and resources.

Method

- A full time pharmacy technician role was implemented into the HITH pharmacy team.
- As part of the pharmacy technician role, an easily accessible online tracking system was created using a live Excel spreadsheet on Microsoft Teams to allow all staff to view the patients currently receiving infusors, when they are ordered, when they will be received, the quantity that is on order and the next order date. (Figure 1)

BAXTER INFUSORS												
UR	NAME	DRUG	DOSE	QTY ORDERED	ORDERED PLACED	FOR DELIVERY	ORDERED FOR	DATE TO DISCONNECT	BLOODS	COMMENTS	CURRENT Y/N	Order
XXX	XXX	Vancomycin	1.4g	1	6/10/2022	7/10/2022	7/10/2022	?	10/10/22 = 20.9mg/L	Levels at dialysis	Y	Ordered
				4	7/10/2022	8/10/2022	8/10/2022 to 11/10/22		13/10/22 = 29.2mg/L		Y	Regional
				3	11/10/2022	12/10/2022	12/10/2022 to 15/10/22		14/10/22 = 24.1mg/L		Y	
			1.2g	3	14/10/2022	15/10/2022	15/10/22 to 17/10/22		17/10/22 = 21.7mg/L		Y	
				1	17/10/2022	18/10/2022	18/10/2022		20/10/22 = 22.5mg/L		Y	
				4	18/10/2022	19/10/2022	19/10/22 to 22/10/22		24/10/22 = 24.5mg/L		Y	
				3	21/10/2022	22/10/2022	23/10/22 to 25/10/22		27/10/22 = 23.6mg/L		Y	
			1.1g	4	25/10/2022	26/10/2022	26/10/22 to 29/10/22		31/10/22 = 20.8mg/L		Y	
				6	28/10/2022	29/10/2022	30/10/22 to 04/11/22		03/11/22 = 18.5mg/L		Y	
			1.2g	3	4/11/2022	5/11/2022	05/11/22 to 07/11/22		07/11/22 = 23.5mg/L		Y	
			1.1g	1	9/11/2022	10/11/2022	10/11/22 to 11/11/22		10/11/22 = 22.3mg/L		Y	
			1.2g	2	9/11/2022	10/11/2022	10/11/22 to 11/11/22				Y	
				?	11/11/2022	12/11/2022	12/11/22 to ?				Y	
				5	7/11/2022	8/11/2022	8/11/22 to 13/11/22	27/11/2022		Maryborough	Y	
				**1	8/11/2022	9/11/2022	9/11/2022			**Coming into clinic	Y	
				5	10/11/2022	11/11/2022	14/11/22 to 19/11/22				Y	
				**1	14/11/2022	15/11/2022	16/11/2022				Y	
				7	17/11/2022	18/11/2022	20/11/2022 to 26/11/22				Y	
XXX	XXX	Pipertaz	13.5g	4	7/11/2022	8/11/2022	8/11/22 to 11/11/22	12/11/2022		Bacchus Marsh	Y	
XXX	XXX	Benpen	10.8g	2	Used vials		08/11/22 to 09/11/22	14/11/2022			Y	
				3	9/11/2022	10/11/2022	11/11/22 to 13/11/22				Y	

Figure 1



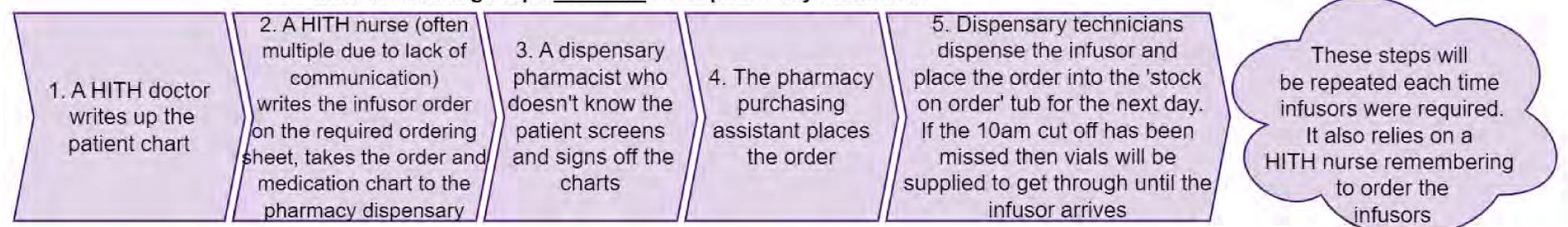
Conclusions

- The current method employed has decreased the time and effort needed to order infusors. This method also ensures that patients are able to receive their infusors on time, ensuring prompt administration of the medication.
- A dedicated pharmacy technician with responsibility for managing the ordering of infusors and ensuring all staff are aware of the process, with the ability to access status updates in real-time, has reduced wastage, frustration and increased efficiency.
- Reducing the number of people involved and allocating ultimate responsibility to a pharmacy technician has lowered the chances of orders being missed and of mistakes being made, ultimately improving patient safety.

Results

- The previous process involved multiple HITH staff, with no one person taking responsibility. This caused a lot of confusion around ordering and treatment dates. (Figure 2)
- Frequent lack of coordination between HITH and pharmacy purchasing assistant resulted in receiving duplicate orders or no orders at all.
- Prior to the technician ordering infusors, a minimum of five staff members were involved in placing the order, which has now been reduced to three.

Infusor ordering steps BEFORE HITH pharmacy technician



Infusor ordering steps AFTER implementing a HITH pharmacy technician

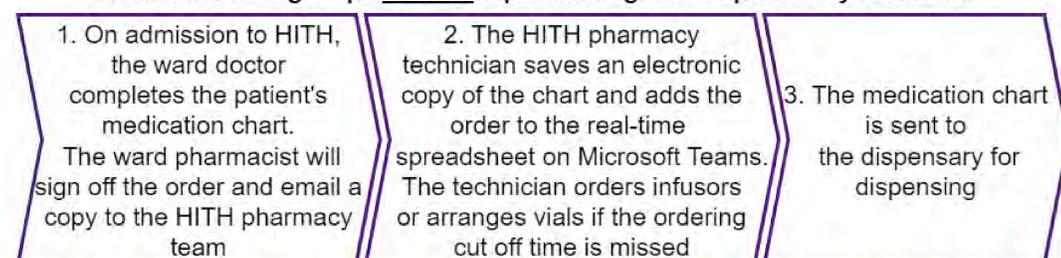


Figure 2

