



Increasing Transparency and Accessibility of Medication Incident Data Using a Dashboard

Joanne Young¹, Sarah Charles¹, Paul Toner¹, Liz Singleton², Lawrence Cox²

¹Pharmacy Department, The Royal Melbourne Hospital, Melbourne Health

²Business Intelligence Unit, The Royal Melbourne Hospital, Melbourne Health

Background

Identifying trends in reported medication incidents and near miss events is a key part of monitoring an organisation's safety and quality performance.

Similar to many other healthcare organisations, the online incident reporting system used by Melbourne Health has limited capacity to display trended data, resulting in inadequate transparency and accessibility of medication incident data.

This had an impact on identifying and monitoring medication incident trends at an organisational and local level, by the Medication Safety Committee and area managers respectively.

Description

A reporting platform (IRIS) was already utilised at Melbourne Health to display data via dashboards. Designed and overseen by the Business Intelligence Unit, this platform allows users, such as area managers, to customise how the data is displayed through a series of filters and graphs.

The dynamic nature of this platform made it an ideal solution to display medication incident data.

Action

The Quality Use of Medicines Pharmacist partnered with the Business Intelligence Unit to build a Medication Incident Dashboard within the IRIS reporting platform.

A number of filters were created to allow users to display medication incident data by:

- Date – month, quarter, year, weekday
- Unit/program
- Division
- Incident severity rating (ISR)
- Location (ward)
- Role of reporter - e.g. Pharmacist, nurse, Dr
- Notification type - clinical incident, OH&S, or non-clinical/non-OH&S

Importantly, a 'high risk medication' filter was included in the design, which allows users to focus on trends of medications that have potential for significant patient harm if used in error.

Users can toggle to display information as a graph (see Figure 1) or table (see Figure 2) with ability to sort in ascending/descending or alphabetical order.

Following testing and validation, the Medication Incident Dashboard was launched in November 2017.

Evaluation

The Dashboard is routinely used by the Medication Safety Committee and for reporting to our sub-Board committee, with display of data being well-received by members.

An increasing number of requests from local area managers to access the Dashboard indicates that this tool is used and valued.

Implications

The Medication Incident Dashboard has increased accessibility and transparency of medication incident data so that we can target specific trends within our organisation.

Further improvements are planned including an incident type filter (i.e. prescribing, dispensing, administration) and an upgrade to the reporting platform to enhance display of data.

Continued promotion of dashboard use by managers in clinical areas to identify local trends will help to inform actions to improve the care provided.

Contact: Jo Young and Sarah Charles
Pharmacy Department
 The Royal Melbourne Hospital
 Ph: 9342 7204
 Email: joanne.young@mh.org.au
sarah.charles@mh.org.au

Figure 1: Screenshot of the Medication Incident Dashboard with 'Incident severity rating (ISR)' filter applied to display data as a bar chart. Overall trends per month in lower graph are displayed as a line graph.

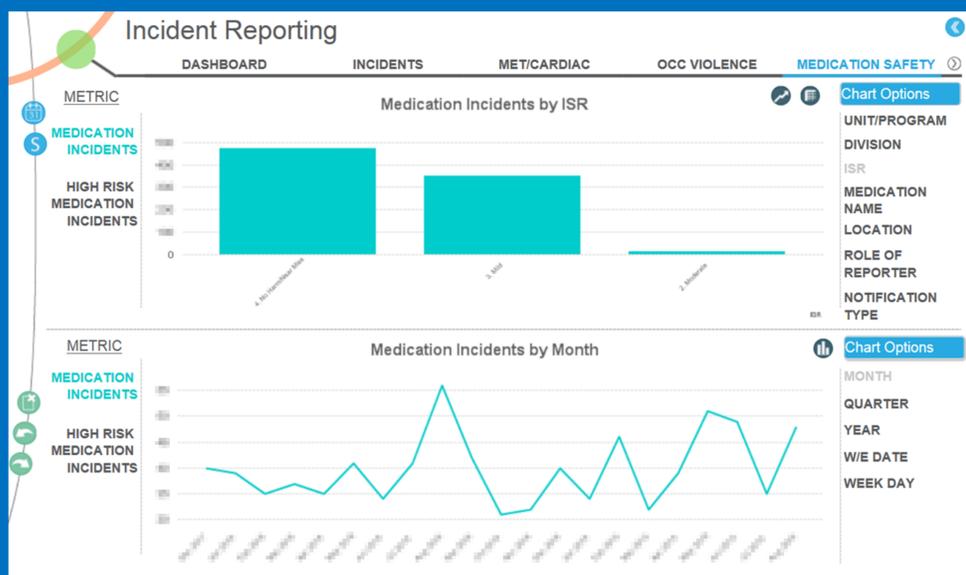


Figure 2: Screenshot of the Medication Incident Dashboard with 'high risk medication' and 'medication name' filters applied. Data displayed as a table in ascending order. Overall trends per month in lower graph are displayed as a bar chart.

