用藥安全與藥劑部門的風險管理安全管理

郭啟文
財團法人仁愛綜合醫院 藥劑部

93.06.12

用藥安全

Patient Safety:
Primum non nocere!

The Health Sector is not safe!
It is worse than we thank.
The evidence is building up.

醫療過失的種類

- 藥品(medicines):重複用藥劑量錯誤，忽略藥物過敏與藥物交互作用.據統計，有56%及34%的開藥錯誤與投藥過失是可以事先預防的。
- 手術(surgery):佔hospital adverse event的2/3，佔Hospital Mortality的1/8。
- 診斷(diagnosis)結果不正確(incorrect)，無效的治療(ineffective)，及不必要(unnecessary)的檢查。
- 儀器(Equipment):及檢驗報告(Lab reports)的疏失等。

Commonly Occurred Errors

- Adverse drug events
- Improper transfusions
- Surgical injuries
- Wrong-site surgery
- Suicides
- Restraint-related injuries
- Death, falls, bums, pressure ulcers
- Mistaken patient identities

Common Causes of Medication Errors (1)

- Ambiguous strength designation on labels or in packaging
- Drug product nomenclature
  - Look-alike or sound-alike names
  - Use of lettered or numbered prefixes and suffixes in drug names
  - Equipment failure or malfunction
  - Illegible handwriting
  - Improper transcription

Common Causes of Medication Errors (2)

- Inaccurate dosage calculation
- Inadequately trained personnel
- Inappropriate abbreviations used in prescribing
- Labeling errors
- Excessive workload
- Lapses in individual performance
- Medication unavailable

To Err Is Human: Building a Safer Health System

- Institute of Medicine, Nov. 29, 1999
- President Clinton issued an order to establish or strengthen programs for patient safety.
- Over 51% of Americans followed the subject in the press.
- Received more attention and prompted more action than any other report...

How to decrease the Medical Error?

- 減少及防止藥物不當處方事件Adverse Drug Events, ADE):
- 常見ADE:
  - Missed dose (7%)
  - Wrong technique (6%)
  - Illegible order (6 %)
  - Duplicate therapy (5%)
  - Drug-drug interaction (3-5%)
  - Equipment failure (1%)
  - Inadequate monitoring (l%)
  - Preparation error (l%)
  - 常見的藥物副作用:Rash, Change in respiratory rate, heart rate, hearing, or mental state, Seizure, Anaphylaxis, Diarrhea, Fever.

How to decrease the Medical Error?

- 減少及防止藥物不當處方事件Adverse Drug Events, ADE):
- 如何防止:
  1. 應用資訊科技中的專家系統 (Clinical Applications for an Expert System)
  2. 醫師經由電腦開處方 (Altering Physician Behavior Using Computer Order Entry)
  3. 系統改變減少事件發生 (System Changes to Prevent Adverse Drug Events)
  4. 應用電腦作治療決策分析 (Assessment of Technology Use via Computerized Ordering)
  5. 藥品名稱避免類似導致混淆

If you do not learn from error
and act upon it…
It will happen again.

Strategy for Improvement (I)

- Establishing a national focus to create leadership, research, tools, and protocols to enhance the knowledge base about safety.
- Identifying and learning from errors by developing a nationwide public mandatory reporting system.

Strategy for Improvement (II)

- Raising performance standards and
- Expectations for improvements in safety
- Through the actions of oversight organizations, professional groups, and group purchasers of health care
- Implementing safety systems in health care
- organizations to ensure safe practices at the delivery level

突發事件

一、突然發生，難以預料。
二、是問題極端重要，關係安危，必須馬上處理。
三、是首次發生，無章可循。

處理突發事件是棘手的，哪位領導都不希望這類事件發生

一、emergency event and crisis
二、to deal with a contingency and leadership art
三、method and art of handle spot event
  1. T make a prompt decision，control immediately
  2. Emphasize the efficacy，裡外兼顧
  3. Break the normal procedure，面對危險 勇敢冒險
  4 .循序漸進，尋求可靠
四、意料之中　與意料之外

- Face the wrong
- Record
- Follow
- Case
- TQM
- Improve, improve…

2003 National Patient Safety Goals by JCAHO

- Improve the accuracy of patient identification.
- Improve the effectiveness of communication among caregivers.
- Improve the safety of using high-alert medications.
- Eliminate wrong-site, wrong-patient, wrong-procedure surgery.
- Improve the safety of using infusion pumps.
- Improve the effectiveness of clinical alarm systems.

3S

- Safety
- Service
- Satisfaction
-

20 Tips to Help Prevent Medical Errors

1. The single most important way you can help to prevent errors is to be an active member of your health care team.
2. Make sure that all of your doctors know about everything you are taking. This includes prescription and over-the-counter medicines, and dietary supplements such as vitamins and herbs.
3. Make sure your doctor knows about any allergies and adverse reactions you have had to medicines.
4. When your doctor writes you a prescription, make sure you can read it.
5. Ask for information about your medicines in terms you can understand both when your medicines are prescribed and when you receive them.
6. When you pick up your medicine from the pharmacy, ask: Is this the medicine that my doctor prescribed?
7. If you have any questions about the directions on your medicine labels, ask.
8. Ask your pharmacist for the best device to measure your liquid medicine. Also, ask questions if you're not sure how to use it.
9. Ask for written information about the side effects your medicine could cause.
10. If you have a choice, choose a hospital at which many patients have the procedure or surgery you need.
11. If you are in a hospital, consider asking all health care workers who have direct contact with you whether they have washed their hands.
12. When you are being discharged from the hospital, ask your doctor to explain the treatment plan you will use at home.
13. If you are having surgery, make sure that you, your doctor, and your surgeon all agree and are clear on exactly what will be done.
14. Speak up if you have questions or concerns.
15. Make sure that someone, such as your personal doctor, is in charge of your care.
16. Make sure that all health professionals involved in your care have important health information about you.
17. Ask a family member or friend to be there with you and to be your advocate (someone who can help get things done and speak up for you if you can't).
18. Know that “more” is not always better.
19. If you have a test, don't assume that no news is good news.
20. Learn about your condition and treatments by asking your doctor and nurse and by using other reliable sources.