

Aim

To ensure that patients receive the right medication at the right time by reducing omitted doses of medication to less than 0.5% by the end of 2014

Why is this important to service users and carers?

When service users miss medication this can compromise their continuity of care and also their recovery time

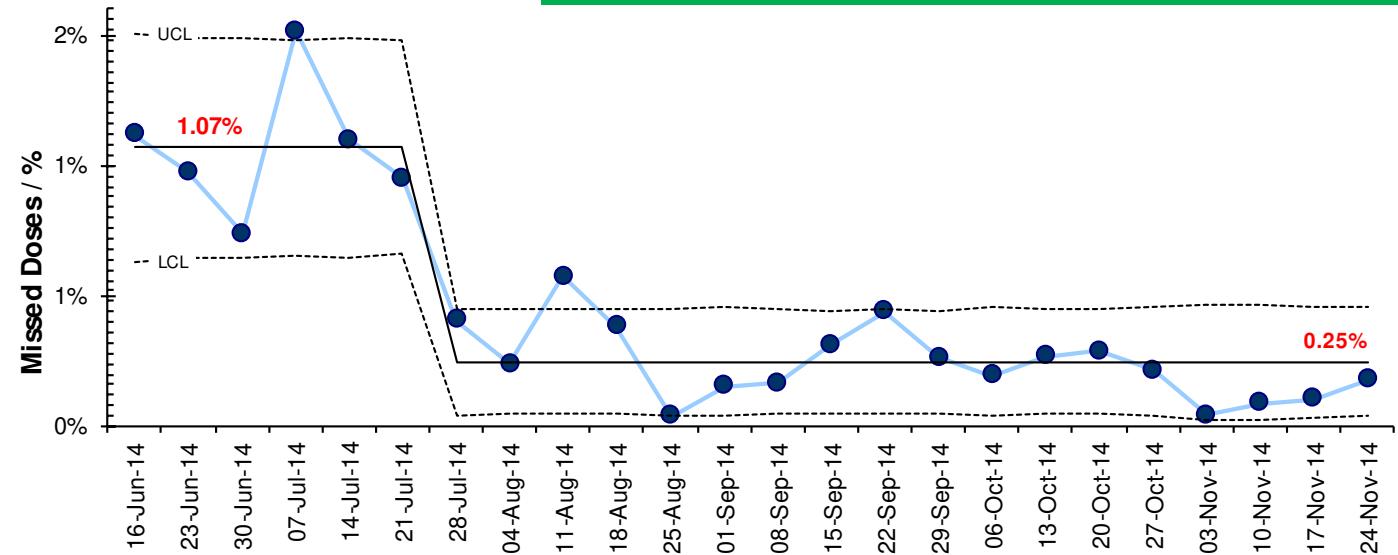
Greater risk of omitting a dose of medication for a patient on wards specialising in the care of older people because, on average, older people will be prescribed more medication than their younger counterparts

Tests of Change

- Issue weekly prescribing and administration league tables
- Discharge medication checklist
- Medicines Safety Bulletin
- Medicines Safety Training Film

Data

Missed doses of medication on MHCOP wards - P Chart



Driver diagram



Learning

It is more effective to reward good practice rather than punish bad practice.
 Encouraging competition between ward teams can lead to improvements.
 Visual display of quality data is important.
 Giving staff the freedom to develop their own change ideas is vital.
 Using a QI project can help put the focus on an area that previously may not have been regarded as particularly important.