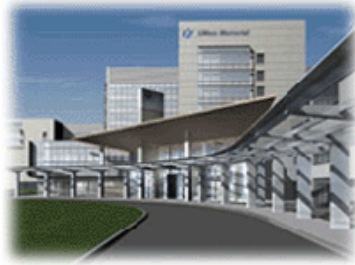


Pharmacist knowledge transfer: Transforming the change of shift process



**Roy Guharoy, Pharm.D.
Chief Pharmacy officer
Professor of Medicine
UMass Memorial Medical Center
Worcester, MA**



Introduction

- **The Need**
- **Issues**
- **The Solutions**
- **Lessons Learned**

The Need

- **Joint Commission National Patient Safety Goal 2: Improve the effectiveness of communication among caregivers.**
- **Goal 2E: Implement a standardized approach to “hand off” communications, including an opportunity to ask and respond to questions.**
- **Our internal Press Ganey Patient Safety Survey report 2008: “ Handoffs and Transition” dimension : 51% positive response**
- **Importance in Healthcare: Nursing versus Pharmacy**
- **Literature**

Our Issues

- “Too many cooks”
- Decentralized areas, eICU
- Numerous issues to communicate
 - Non Formulary
 - Questionable indication
 - Pending orders
 - Sub or supra therapeutic dosing
- Unresolved issues
- Issues to clinical follow up
- Drug Shortages / Recalls

Solution#1: Oral Shift Change

- **Positive**
 - **Social gathering**
 - **Oral presentation**
 - **Successful at one campus**
- **Problems**
 - **Coordination of timing**
 - **Location, location, location**
 - **Lack of standardization**
 - **People issue**

Solution #2: Written Log

- **Positive**
 - **Intermittent information**
- **Problems**
 - **Location**
 - **insurance of review**
 - **Legibility**

Solution #3: Electronic Communication

- **Email**
 - Too much already
- **Collaboration Software**
 - Microsoft SharePoint
 - Others

Memorial Decentralized Pharmacists
Change of Shift & Communications: New Item

Save and Close | Attach File | Go Back to List

Which Shift Change * Day to Evening
 Evening to Night
 Night to Day

Floor *

Date

Issues

Type

Patient response
 Nurse Interaction
 Physician Interaction
 General Information
 Follow up needed

Title

Description

* indicates a required field

Home Documents and Lists Create Site Settings Help Up to Pharmacist's Page

Memorial Decentralized Pharmacists

Change of Shift & Communications

Select a View Use to keep track that you or your team needs to know

All Items New Item Filter Edit in Datasheet

Edit Date	Which Shift	Change Floor	Type	Title	Description	Modified	Modified By
8/14/2008	Day to Evening	CCU	Nurse Interaction	CCU nurse conflict	The nursing staff does not like the new policy on weights and allergies, just so you know.	8/14/2008 5:02 PM	Poikonen, John
8/14/2008	Day to Evening	General Information		Rabbies Vaccine	The critical shortage of Rabies vaccine has tightened further with Sanofi unable to ship. In order to maintain our ability to provide Rabies vaccine to our patients in need, the buyers must be notified of each new exposed patient. The small amount of rabies vaccine we currently have on hand should be enough to provide for patients while awaiting the drop ship through the wholesaler. The critical step is the communication to the buyers. Thank you,	8/14/2008 5:00 PM	Poikonen, John

Previous days (not today)

SICU
CCU
NICU
West 1/ED
West 2/South2
West 3/South3
OB/South4

Lessons Learned

- **Environment needs**
- **Culture of staff**
- **Electronic communication pilot prior to full roll out**
- **Assigning responsibility to PIC**