The Pharmacy Care Organiser (PCO):
A pharmacist's perspective on patient prioritisation and handover

[1]Hannah Turton, [2]Rebecca Ho, [1]Russell Levy [1,2]Rosemary Burke
[1]Royal Prince Alfred Hospital, [2]Concord Repatriation General Hospital

BACKGROUND

- Prioritising patients at most risk of medicine related harm is a priority and an essential part of a clinical pharmacist activity. [1]

- The SHPA guidelines and quick guides provide evidence based recommendations on how to prioritise a daily workload. However on a day-to-day basis pharmacists may have limited tools to prioritise effectively, and use various methods and resources. [2]

- The Pharmacy Care Organiser (PCO) in Cerner Powerchart is a tool designed to enable prioritisation of patients and clinical handover.

- Despite all sites previously converted to eMEDS, Sydney Local Health District (SLHD) had not yet enabled the PCO until March 2019. Prioritisation and handover had been a paper based or verbal process.

AIM

1. To evaluate how pharmacists are utilising the PCO to enable clinical prioritisation and handover.
2. To seek feedback on the usability of the PCO and ascertain potential for improvements.

METHOD

- A 10 question survey was developed using SurveyMonkey. The survey was distributed to pharmacists across three hospitals within SLHD and remained open between 2nd to 24th May 2019.

- The survey asked questions regarding:
  - Which specific functions in the PCO pharmacists had found useful to aid prioritisation.
  - If PCO assisted pharmacist to pharmacist handover.
  - General usability of the PCO and areas for improvement.

RESULTS

A total of 31 pharmacists responded to the survey, of which 26 had used the PCO on a ward round.
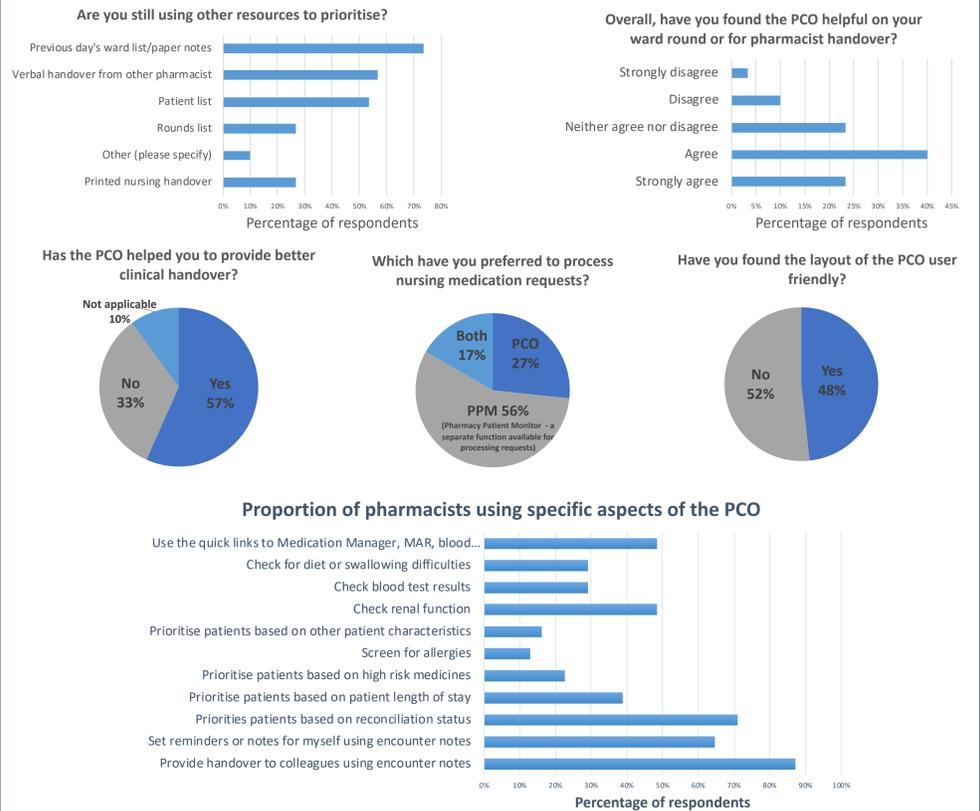
Of respondents, 90% felt they had had enough education on the PCO.

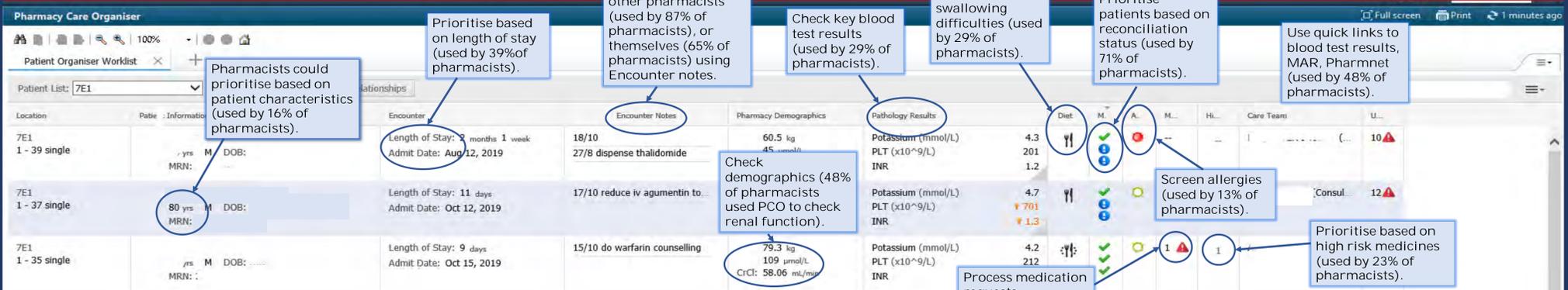The majority of pharmacists strongly agreed (23%) or agreed (40%) the PCO was useful overall.

RESULTS

Are you still using other resources to prioritise?

Overall, have you found the PCO helpful on your ward round or for pharmacist handover?

Has the PCO helped you to provide better clinical handover?
- Not applicable 10%
- No 33%
- Yes 57%

Which have you preferred to process nursing medication requests?
- Both 17%
- PCO 27%
- PPM 56% (Pharmacy Patient Monitor - a separate function available for processing requests)

Have you found the layout of the PCO user friendly?
- No 52%
- Yes 48%

Proportion of pharmacists using specific aspects of the PCO

DISCUSSION

- Results indicated that the section of the PCO most favoured by pharmacists was the Encounter Notes. Other tools favoured for prioritising workload included reconciliation status and demographics (renal function).

- The Encounter Notes section reportedly enabled better handover between pharmacists, or to set better reminders for themselves. This was previously a handwritten or verbal process.

- General usability of the PCO was a drawback, and most feedback was related to electronic design and lack of customisability. The PCO was not found "user friendly" by 52% of pharmacists. Many pharmacists were still using other resources to prioritise handover.

- Overall feedback indicated that the PCO was a welcomed improvement, and pharmacists were using it as intended to prioritise patient review and provide handover.

RESULTS: Pharmacist use of PCO functions

- Pharmacists could prioritise based on patient characteristics (used by 16% of pharmacists).
- Prioritise based on length of stay (used by 39% of pharmacists).
- Provide handover to other pharmacists (used by 87% of pharmacists), or themselves (65% of pharmacists) using Encounter notes.
- Check key blood test results (used by 29% of pharmacists).
- Check diet or swallowing difficulties (used by 29% of pharmacists).
- Prioritise patients based on reconciliation status (used by 71% of pharmacists).
- Use quick links to blood test results, MAR, Pharmnet (used by 48% of pharmacists).
- Check demographics (48% of pharmacists used PCO to check renal function).
- Screen allergies (used by 13% of pharmacists).
- Prioritise based on high risk medicines (used by 23% of pharmacists).
- Process medication requests

REFERENCES

1. Australian Commission on Safety and Quality in Healthcare. (2019). Action 4.10 | The National Safety and Quality Health Service (NSQHS) Standards. [online] Available at: https://www.safetyandquality.gov.au/standards/nsqhs-standards/medication-safetystandard/continuity-medication-management/action-410 [Accessed 24 Oct. 2019].
2. N. Falconer, M. Barras, N. Cottrell. How hospital pharmacists prioritise patients at high-risk for medication harm. Res Social Adm Pharm, 2018, 15, 1266-1273

NSW GOVERNMENT

Health Sydney Local Health District