

# Strategies for improving medication safety in hospitals:

## The way forward

Friday 30th October 2009

**About the seminar:** Medication errors are one of the most common types of adverse events reported in the hospital system. It is estimated that around 2-3% of admissions to hospital have an adverse medication event; in some populations it is estimated to be as high as 30%. Half of these errors are deemed to be potentially preventable.

A priority area for peak quality and safety bodies at an international, national and jurisdictional level has been to identify areas where additional patient safety activity could enhance patient safety. Investment is needed in assessing gaps in care, improving product safety, developing medication management systems and education and competency assessment.

Various efforts have been directed at understanding and reducing medication errors and improving safety at the system level and also at the practitioner level.

This seminar aims to share information about strategies that have been successfully implemented to reduce medication errors and thereby improve patient safety.

**Who should attend:** This seminar should be attended by all health professionals with an interest in medication safety including hospital pharmacists, clinicians, clinical governance staff and managers, nurses, allied health professionals and health service executives from both private and public hospitals. It will also be of interest and value to consumers.

It will be conducted by the NHMRC Centre of Research Excellence in Patient Safety (CRE-PS) in collaboration with the Australian Commission on Safety and Quality in Healthcare and the Safe Medication Management Unit, Medication Services Queensland, Queensland Health.

**Venue:** Edwin Tooth Tiered Auditorium, Education Centre, Royal Brisbane and Women's Hospital, Butterfield Street, Herston, Queensland, 4029.

**Seminar date:** Friday 30th October, 2009

**Seminar time:** 9:00am - 4:50pm  
(Registration opens at 8:30am)

**Cost:** \$250 per person (incl. of GST)

Further venue details, accommodation and parking information can be found on our website at: [www.crepatientsafety.org.au](http://www.crepatientsafety.org.au)

Enquiries to Catherine Pound on 03 9903 0891 or [catherine.pound@med.monash.edu.au](mailto:catherine.pound@med.monash.edu.au)

AUSTRALIAN COMMISSION ON  
SAFETY AND QUALITY IN HEALTHCARE



Centre of  
Research Excellence  
in Patient Safety



Queensland  
Government

### Speaker details (in order of appearance)

**Professor Peter Cameron** is a Consultant Emergency Physician and Director of CRE-PS. He has a strong research background in epidemiology and health services and systems research. He has presented and published widely with over 200 peer reviewed publications. As well as successfully managing a large number of research and contract grants for clinical and health services research, he also consults widely on health policy and health service development.

**Ms Margaret Duguid** joined the Australian Commission on Safety and Quality in Health Care as their Pharmaceutical Advisor in January 2008 after a long career in hospital pharmacy, most recently as Director of Royal North Shore Hospital. Margaret has been an active member of the Society of Hospital Pharmacists of Australia (SHPA) for over 30 years. She served as a Federal Councillor for 8 years, as Federal President (1993 – 1995) and as Chair of the SHPA Research and Development Grants Advisory Committee (2000-2005). Margaret is an examiner for the NSW Pharmacy Board and has served on the Australian Pharmaceutical Advisory Council. Margaret has a keen interest in the quality and safe use of medicines and has undertaken research in this area. In 1995 Margaret was awarded the Merck Sharp Dohme (Australia) Medal for Pharmacy Practice and in 2005 received the Fred J Boyd award from the Society of Hospital Pharmacists.

**Ms Karen Kaye** joined the National Prescribing Service in March 2008 as Executive Manager, Quality Use of Medicines (QUM) Programs and Deputy CEO. Prior to this appointment she was Executive Officer for the NSW Therapeutic Advisory Group for almost 10 years and worked with clinical experts and government agencies to inform policy development for QUM in hospitals and the wider community. Karen holds a Bachelor of Pharmacy from University of Sydney and has completed post-graduate studies in hospital pharmacy and pharmacoconomics. She has practised in community, hospital, industry and academic settings and in the professional organisations of pharmacy. For nine years she was Director of Pharmacy at Royal Prince Alfred Hospital in Sydney and maintains a strong interest in hospital pharmacy practice through her role as a Federal Councillor for the Society of Hospital Pharmacists of Australia. Karen has a particular interest in promoting system changes to improve safe and effective medicines use across the continuum of care and ensuring a cost-effectiveness approach to evaluation.

**Dr Julie Stokes** is Director of the Safe Medication Management Unit within Queensland Health's Medication Services Queensland. The unit identifies medication safety problems and develops and implements solutions through multidisciplinary processes to minimise opportunities for patient harm. Julie has been a hospital and clinical pharmacist before undertaking health services research into developing new pharmacy practices including residential medication management reviews, home medication reviews and the provision of dose administration aids in the community. She has a long standing interest in practice measurement and translating research into practice.

**Ms Mary Martin**, a Brisbane health consumer and registered nurse with extensive experience of the Queensland health system, is an Aboriginal lady from her Dad's county of Minjerriba in the Quandamooka region. She is a committed community representative on a range of health systems and health sector committees, advisory bodies and statutory authorities, including the Health Quality and Complaints Commission's Consumer Advisory Committee. Mary was  
*(continued overleaf)*

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## Speaker profiles

presented with the inaugural Lifetime Achievement National Excellence Award, Aboriginal & Torres Strait Islander Health in November 2007. She has been an Honorary Member of the Royal Australian College of General Practitioners since October 2006. Mary strives for continuous improvement of access to good quality, safe health services for the Aboriginal and Torres Strait Islander communities. She is especially interested in the health issues affecting rural and remote communities. Her contributions to the health and welfare of Aboriginal and Islander people are significant and longstanding.

**Professor Michael Dooley** holds a joint appointment as Director of Pharmacy at Alfred Health and Professor of Clinical Pharmacy in the Department of Pharmacy Practice of Faculty of Pharmacy and Pharmaceutical Sciences of Monash University. He manages the pharmacy services to The Alfred, Caulfield and also the Sandringham hospitals and is co-director of the Centre for Medication Use and Safety of the Faculty of Pharmacy and Pharmaceutical Sciences. His contribution to pharmacy and improvements in medication use have been recognized by receiving the Australia Council of Health Standard (ACHS) 2005 Gold Medal and the Society of Hospital Pharmacists of Australia Clinical Pharmacy Award also the 2003 Medal of Merit. Michael contributes to a range of national and local professional committees and working parties related to improving the delivery of quality health care services and medication usage. He has been actively involved in many research activities from practice based undergraduate projects through to competitively funded NHMRC and ARC collaborative initiatives and post graduate programs.

**Ms Bhavini Patel** is the Director of Pharmacy at the Royal Darwin Hospital (RDH) and has been instrumental in the setting up of clinical pharmacy services in the Northern Territory public hospitals. She also holds a senior lecturer position at the Charles Darwin University where she has led the development of an undergraduate pharmacy degree programme and teaches pharmacy practice and therapeutics. Her research interests include how to redesign systems of care to improve equity and access and how information technology can assist in this process. Bhavini has been a clinical champion for the conceptualisation and implementation of Medchart® at the Royal Darwin Hospital since 2004. Medchart® is an integrated electronic medicines management system which allows prescribing, pharmacy review and administration to occur in an electronic environment.

**Ms Rosemary Burke** is the Director of Pharmacy at Concord Repatriation General Hospital in Sydney. She is the current chairman of the Society of Hospital pharmacists of Australia (SHPA) Committee of Specialty Practice in Medication Safety and the chair of NSW Therapeutic Advisory Group Safer Medications Committee. Rosemary's major professional interests include quality use of medicines, the safe introduction of electronic medication management systems and medication safety. She has been an invited speaker at many meetings and has presented on her areas of interest and run workshops at a number of conferences. This has included presentations on medication safety, electronic medication management and the continuum of care.

**Ms Basia Diug** joined the Centre of Research Excellence in Patient Safety in February 2007 as Project Coordinator on the warfarin research project. Basia holds a Bachelor of Biomedical Science from Monash University, and completed her honors within the Department of Epidemiology and Preventive Medicine. She is currently in her final year of her PhD which aims at improving the care and management of community-based patients being treated with warfarin by indentifying risk factors that contribute to warfarin instability. In addition, Basia is a lecturer and unit coordinator within the Bachelor of Health Sciences at Monash University. Basia has a particular interest in medication safety through the identification of adverse events both at an individual and system level.

**Ms Karen Davies** has been the Clinical Nurse Consultant in Safe Medication Practice, Clinical Pharmacology, Internal Medicine Services, RBWH for 5 years. With over 30 years nursing experience Karen completed her General Nursing training at the RBH in 1981 and a Post Graduate Bachelor of Nursing through McCauley Australian Catholic University in 1993. With 20 years Renal and Haemodialysis experience and 12 years as NUM, Karen went on to focus on improving the safety and quality of care delivery to patients by concentrating on medication management. Her present role includes assessing the risks and trends associated with medication incidents, managing the implementation of new medication initiatives and providing multidisciplinary education to support staff to achieve the best outcomes with medication safety.

**Ms Naomi Burgess** has a longstanding interest in medication safety and quality and has been a major contributor to many local and national initiatives including development of the national inpatient medication chart and high risk medication alerts. Her most recent work has been the implementation of the Pharmaceutical reforms agenda in public hospitals in South Australia with a major focus on improvement in quality of medication management across the continuum of care. Naomi is a member of the National Inpatient Medication Chart Oversight Committee and of the Medication Reference Group newly established by the Australian Commission for Safety and Quality in Health Care.

**Ms Gabrielle Lambert** is the Director of Pharmacy for the Bayside facilities within Metro South Health Service District in Queensland and has worked within public hospital systems in New Zealand, London and Queensland Health for over 20 years predominately in non-metropolitan hospitals. She is an advocate for continued improvements in medication management in the acute setting and facilitating medication management across the continuum.

**Ms Jennie McKay** is a pharmacist with many years experience in providing clinical pharmacy services at tertiary referral hospitals. She has been involved in many major projects based around the safe use of medicines including the National Medication Safety Breakthrough Collaborative. She has a keen interest in electronic systems that support our clinical practice and joined the Safe Medication Practice Unit in 2006 to assist with the roll out and ongoing maintenance and development of eLMS. Currently Jennie is working for Medication Services Queensland in the area of electronic medication management.

**Ms Susan Welch** graduated with a Bachelor of Pharmacy from the University of Tasmania and has since completed a Certificate in Pharmacy Practice at the University of London. She is currently a Senior Pharmacist for Research at St. Vincent's Hospital, Sydney and has worked as an Emergency Medicine and Intensive Care pharmacist for 12 years. Susie was awarded the Sanofi Aventis Medal of Excellence for Pharmacy Practice in November 2005 for her work putting new professional ideas into practice in the Emergency Department. She Chairs the St. Vincent's Hospital Medication Incident Committee and the SHPA Emergency Medicine Committee of Specialty Practice. She is a University of Sydney Honorary Clinical Associate Lecturer (Faculty of Pharmacy).

**Dr Ian Coombes** is the team leader for practitioner development at Medication Services Queensland, Queensland Health, and is a Senior Clinical Lecturer at University of Queensland School of Pharmacy. Ian's team is responsible for implementing a process for competency based performance training and assessment of pharmacy practitioners across Queensland Health. His PhD research at University of Queensland developed and evaluated prescribing training programs and prescribing system changes to reduce junior doctor prescribing errors, both of which have been implemented state wide. His current research also involves development and evaluation of programs for medical and non medical prescribing. A graduate of the University of London, Ian has a Masters in Clinical Pharmacy from University of Brighton.

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Time	Speaker	Organisation	Area covered
0830	<b>REGISTRATION</b>		
Session 1:	Overview		Facilitator: Prof Peter Cameron
0900 - 0930	Ms Margaret Duguid	Australian Commission on Safety and Quality in Healthcare	Medication safety in Australia - an overview
0930 - 1000	Ms Karen Kaye	The National Prescribing Service	The National Prescribing Service: Contributing to medication safety in Australia
1000 - 1030	Dr Julie Stokes	Queensland Health	Medication safety in Queensland - a decade of endeavour
1030 - 1050	Ms Mary Martin	Health Consumers Qld	Medication safety in hospitals - a health consumer's perspective
1050 - 1110	MORNING TEA (20 minutes)		
Session 2:	Medication safety in the electronic age		Facilitator: Ms Karen Kaye
1110 - 1130	Prof Michael Dooley	The Alfred Hospital, Vic	Challenges in implementing electronic prescribing: experiences from Victoria
1130 - 1150	Ms Bhavini Patel	Royal Darwin Hospital, NT	Electronic prescribing for physicians, pharmacists and nurses: experiences from the Northern Territory
1150 - 1210	Ms Rosemary Burke	Concord Hospital, NSW	Do computerised alerts make electronic medication management systems safer?
1210 - 1240	Panel Discussion		
1240 - 1330	LUNCH (50 minutes)		
Session 3:	Managing high risk medication		Facilitator: Ms Margaret Duguid
1330 - 1350	Ms Basia Diug	Centre of Research Excellence in Patient Safety (CRE-PS), Vic	Warfarin: identifying risk factors for adverse events
1350 - 1410	Ms Karen Davies	Royal Brisbane and Women's Hospital, Qld	Heparin Infusions: Have we improved our patient's therapeutic outcomes?
1410 - 1430	Ms Naomi Burgess	Medication Safety and Pharmaceutical Reforms, SA Health	Medication reconciliation - the South Australian approach
1430 - 1500	Panel Discussion: Panel joined by Carol Reid, Queensland Health.		
1500 - 1520	AFTERNOON TEA (20 minutes)		
Session 4:	Implementing what we know works		Facilitator: Dr Julie Stokes
1520 - 1540	Ms Gabrielle Lambert & Ms Jennie McKay	Queensland Health	Improving medication continuity from history and reconciliation to discharge medication records
1540 - 1600	Ms Susan Welch	St Vincents Public, NSW	Causes of prescribing errors in medication histories taken by ED Physicians - a prospective study
1600 - 1620	Dr Ian Coombes	Princess Alexandra Hospital, Qld	Developing practitioners fit for purpose: competency based performance development for safe and effective practitioners
1620 - 1650	Panel Discussion: Where to now?		
1650	CLOSE		

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## REGISTRATION FORM



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**COST - \$250 per person (incl. of GST)**

Payment can be made by cheque payable to Monash University, or by credit card. Cheque payments must be forwarded independent of any other payments. A copy of your registration must be included with your payment.  
(You will be notified by email within 10 working days of receipt of registration)

**FAX** completed registration forms to: 03 9903 0181

**OR**

**EMAIL** completed registration forms to [catherine.pound@med.monash.edu.au](mailto:catherine.pound@med.monash.edu.au)

**POST** cheques or money orders to:  
Gary White - CRE Patient Safety Seminar  
Department of Epidemiology & Preventive Medicine  
Monash University  
Alfred Hospital, Commercial Road  
Melbourne Victoria 3004

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**Please keep a copy of this form as a tax invoice/receipt**

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