KPJ KLANG
SPECIALIST HOSPITAL

PATIENT'S SAFETY

M E D I C A T I O N E R R O R P R E V E N T I O N C A M P A I G N

K N O W , C H E C K , E X P L A I N , A S K (K . C . E . A)

Main Author : Ammarah Zainul Abidin, Bachelor in Pharmacy (Hons.) at Monash University, Australia

INTRODUCTION

- Medication dispensing process needs patients' active participation to effectively prevent medication errors. This project emphasizes on the practice of "**Know**, **Check**, **Explain** and **Ask**" campaign throughout the medication management process by healthcare (HC) team and patients.
- Both HC team and patients are also empowered to take active role in ensuring medication safety.
- In order to cultivate an environment of safety, patients are encouraged ask questions about their medications.
- On the other hand, patients shall be well-informed by their HC team leading to better participation in their own care and contribute to better outcomes.

SUGGESTIONS

DESCRIPTION OF CAMPAIGN:

1. **Training** sessions for pharmacy staff and nurses are conducted by Pharmacists yearly.
2. **Campaign posters and video** are displayed at common waiting areas such as at hospital lobby, wards, clinics and dispensing counters.
3. **Random cross audit** are conducted by the Pharmacists (5 samples per month at pharmacy and each ward) to check compliance to each component of KCEA including
   - Allergy status update
   - 5R during medication preparation at pharmacy and ward
   - Evidence of engaging patient and family in medication management process (at pharmacy counter & patient bedside)

POSSIBLE OUTCOME

- When prescribed any medication, patients are expected to follow the **Know**, **Check**, **Ask** actions, i.e. **Know** their medication, **Check** that they have the right medicine, route, dose, time, and **Ask** if they need any clarification.
- HC team is expected to engage patients through shared decision-making using tools such as the five moments for medication safety and implement actions related to the **Know**, **Check**, **Explain**, **Ask (KCEA)** campaign.

BARRIERS

- **Lack of patient awareness and understanding of what patient safety** is one of the greatest barriers. Majority of the patients do not feel that they are at risk for a medical or medication error. Hence, they are unlikely to take preventative actions.
- **Time constraint** is another barrier perceived to reduce patient participation in this campaign. Most patients expect to get fast services at private hospital setting, thereby limiting the time that could be spent for effective communication by HC team for each patient.

CONCLUSIONS

- Patient participation in health care decisions is a sign of valuing humanity and individuality of the patient. Today, patient participation is regarded as a legal right of the patient as well as an international gold standard for healthcare systems, and health professionals strive for this standard. Hence, KCEA campaign is developed to support patients to be more involved in decisions about their medication management. While barriers such as lack of patient awareness and time constraint still exist, this campaign has been recognized by World Health Organization (WHO) in promoting safe medication practices to prevent medication errors and reduce medication-related harm.

REFERENCES

- World Patient Safety Day 17 September 2022; https://www.who.int/campaigns/world-patient-safety-day/2022
- Health and Social Care: Know Check Ask; https://online.hscni.net/our-work/pharmacy-and-medicines-management/medicines-management-programmes/medication-safety/know-check-ask/

CONTACT

- Mohammad Firdaus Badrul Hisham
- KPJ Klang Specialist Hospital
- firdausbh@kpjklang.com
- 014-324 9140
- https://kpjhealth.com.my/klang

FACILITATORS

HC Team willingness to participate.