

JOINT EVENT

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Applying lean methods and team resource management to reduce medication errors in nurses of emergency

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The purpose of this project is to reduce medication errors in emergency nurse. From January 1, 2015 to December 31, 2016, the medication error of our emergency department was 0.02% (16/83,322). A survey of medication errors using the eight types of waste analysis showed that the number of errors was 164 (32.2%). Causes include: waste of defects, waste of inventory, waste of action, waste of processes and waste of human resources, therefore, create a project. The proposed improvement plan is: Establish a standard procedure for emergency medication, the implementation of drug standard process according to the rules, medication process is smooth; do not disturb bulletin board, references recommended to use "do not disturb in medicine" sign to remind patients or their families to avoid mistakes nursing staff; conduct clinical teachers to teach the standard course of medication consistency, apply human resources, invite emergency room clinical teachers and teaching content and methods of consistency to discuss, for new employees to teach the relevant standard medication process, to avoid their medication errors; establish a mutual care mechanism team, take the initiative to care for the hearty colleagues, to give positive encouragement to discourse, and colleagues in the same class can remind each other and support each other, to create praise more than criticism of the friendly workplace did reduce the medication error from 32.2% to 3.13%, which not only achieved the goal of improvement, but also enhanced the patient's medication safety and also enabled the patients to obtain good care quality.

Biography

Shuei-Chen Chin is a Head Nurse in Emergency department. She holds a Master's degree from Tzu Chi University in Taiwan. She has worked in intensive care units for 15 years and in emergency department for six years.

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