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Redesign a workflow to optimise discharge medications transfer process from SGH to OCH

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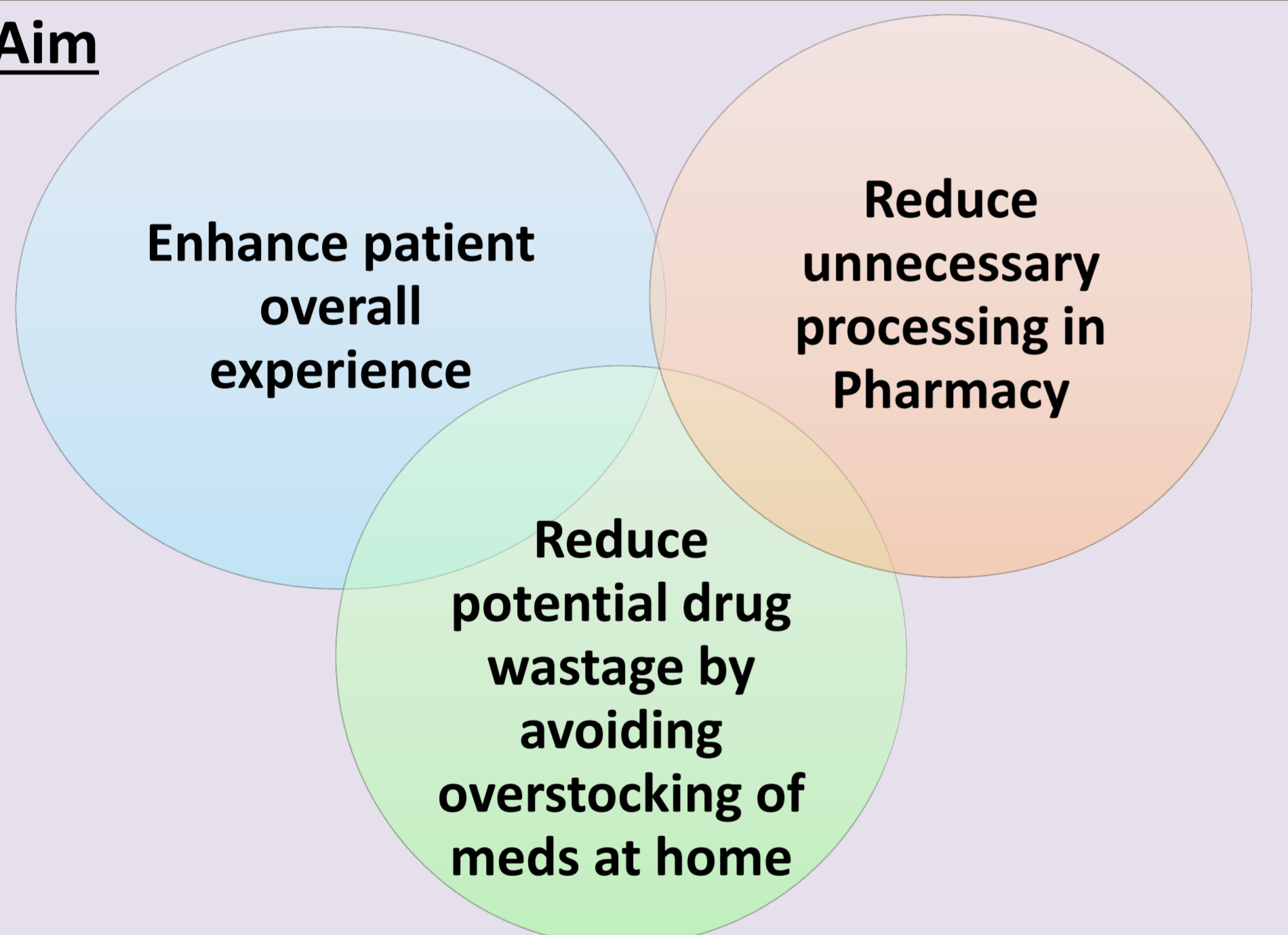
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Background

All prescribed medications are provided to patients transferring from SGH to OCH, which are then relabeled by OCH Pharmacy for administration in the ward.

However, oversupply of medication is often discovered only upon patient discharge from OCH due to excess supply at home and changes in treatment plans. This leads to patient dissatisfaction when request for refund of medications is rejected as medications have left SGH.

Aim



Methods

Not all prescribed medications are provided to patients.

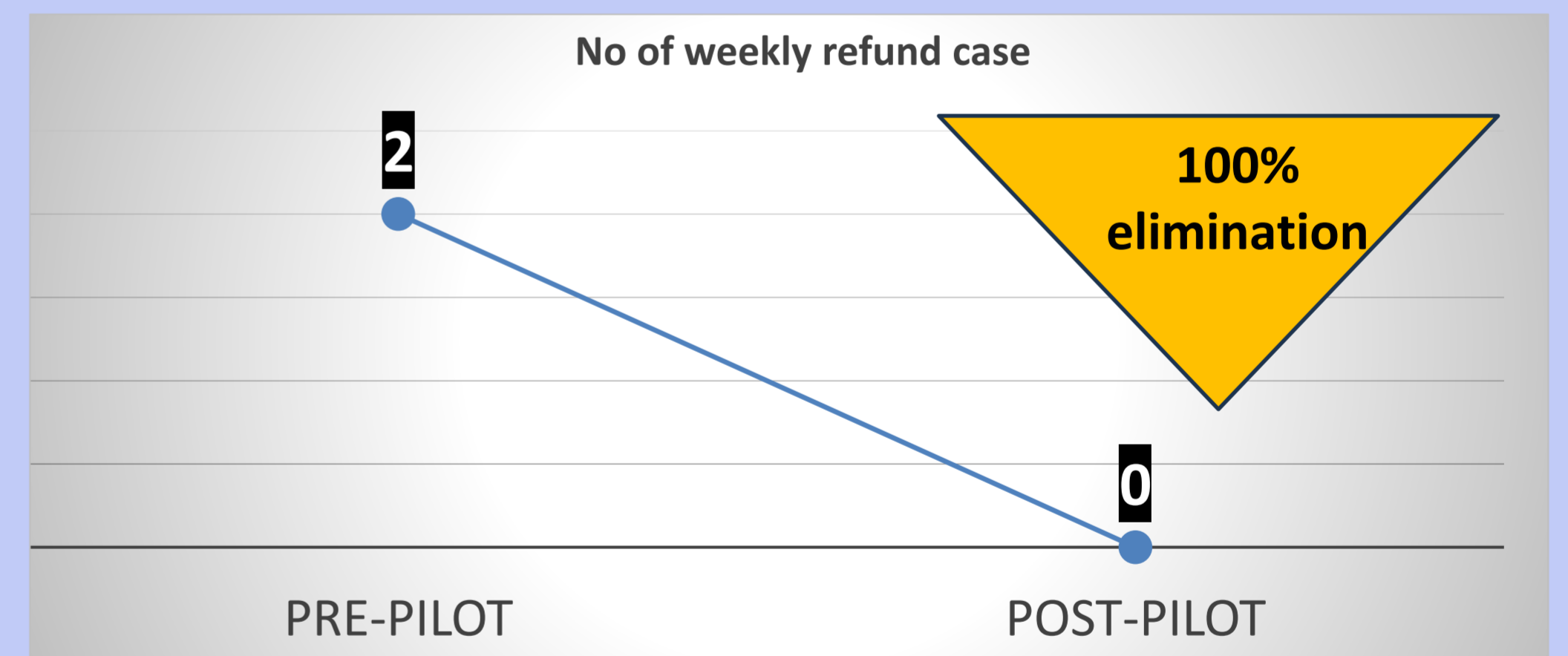
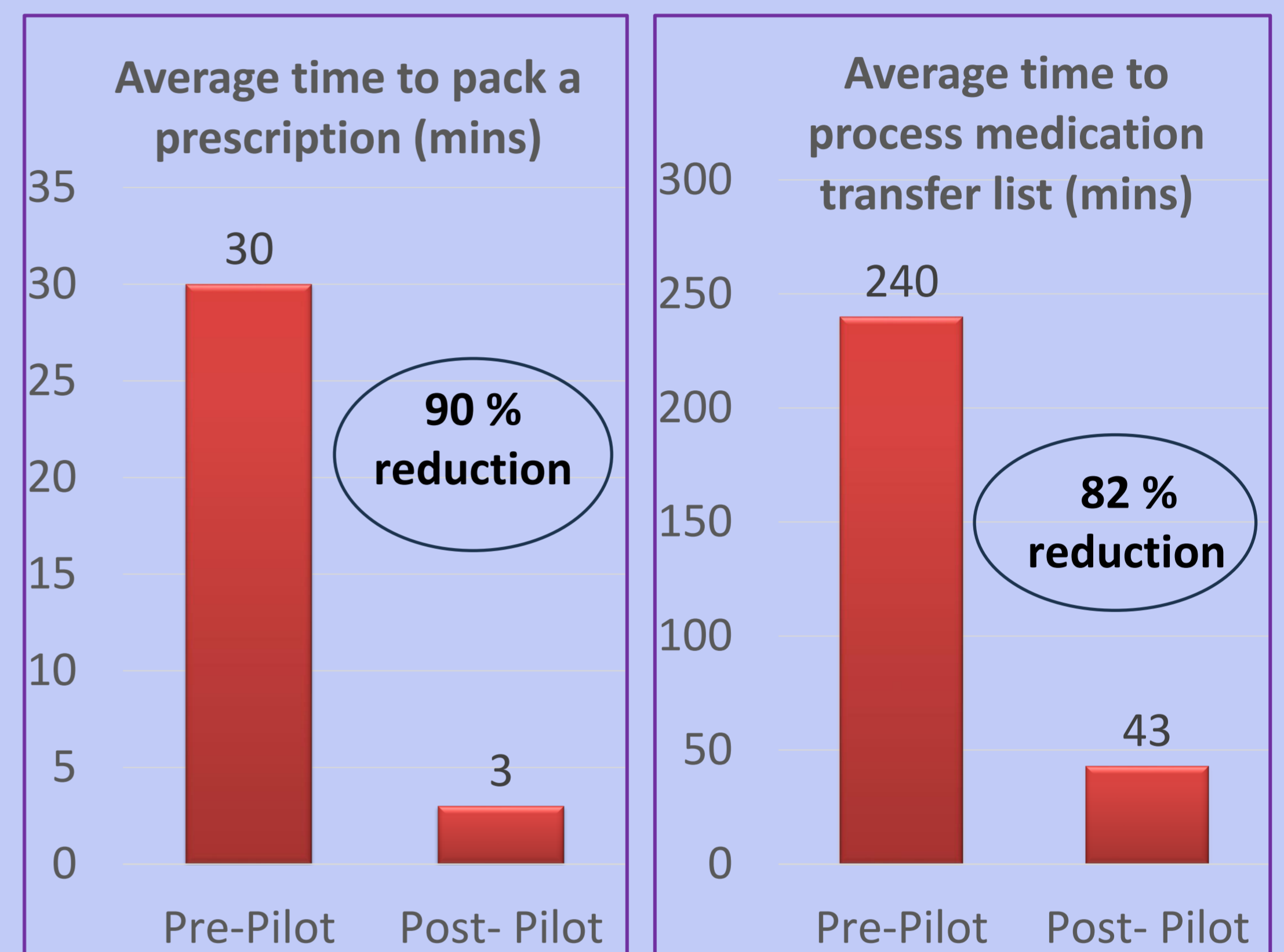
A list of patients transferring to OCH along with the requested medications, **mainly OCH non formulary items** will be sent to SGH Pharmacy one day prior to patients transfer.

SGH will supply medications based on the requested items in the patient transfer list while the remaining prescribed medications will be supplied by OCH Pharmacy.

To ensure a seamless continuity of care by providing OCH the latest medication record, SGH pharmacists conduct clinical review of the prescriptions to ensure **discharge medications are accurately reflected in the NEHR system.**

Results

Average number of prescriptions processed daily: 20
Post Pilot: 16 Oct 2023 to 16 Apr 2024



Conclusion

The compelling results demonstrate the effectiveness of the targeted approach, where medications are processed based on requests from OCH Pharmacy, with advance notification to SGH Pharmacy.

The collaboration between SGH Pharmacy and OCH Pharmacy streamlines the medication transfer process, enhances communication among healthcare professionals, and improves the efficiency of the transition process. This innovation can be applied to similar healthcare settings to enhance patient care.