

HOSPITAL WIDE COMMUNICATION AND ASSIGNING TASKS FOR PATIENT CARE – THERE'S AN APP FOR THAT!



Northern Health



Authors



Medtasker

Clinical handover is the transfer of professional responsibility and accountability for care of a patient to another person or professional group. It involves the transfer of patient information between individuals or groups and is an important part of clinical care.

HealthPower, the previous platform for management of patient handover for pharmacists and nursing staff at Northern Health, had limited support by the IT department, and takes up significant clinical time to use (approximately one hour per day for pharmacists). The reporting data from HealthPower did not provide accurate, real-time data on pharmacist activities.

This pilot program was used to investigate the use of Medtasker, an integrated care co-ordination platform, within the pharmacy department at Northern Health.

Introduction

To trial an integrated care co-ordination platform for clinical and dispensary pharmacy services at Northern Health, using the Medtasker application.

The aim of the pilot was to assess if Medtasker could:

- Improve communication between dispensary and clinical staff.
- Minimising added interruptions (i.e. phone calls).
- Perform tasks/activities already available through HealthPower, increase reporting of additional tasks performed by pharmacists.
- Improve performance reporting accuracy and capability.
- Increase pharmacist time on wards to review patients.

Aim

The Medtasker application was implemented on three wards for a 6 week trial. The work flow on the trial wards was evaluated against three comparison wards. Wards were matched for similar flow and pharmacist work load.

Pharmacists using Medtasker were assigned auto-generated tasks for patients admitted on the trial wards:

1. Drug Chart Review,
2. Medication Management Plan (MMP),
3. Pathology Results Review

Dispensary and clinical pharmacists could assign additional patient-specific tasks, and tasks could be assigned an importance level (routine or urgent). Tasks not accepted within a specified time-frame are escalated to the clinical pharmacist team for review.

Tasks are completed by clinical pharmacists in real time, using the Medtasker app or online portal.

Medtasker was used also used for communication between clinical pharmacists and dispensary staff.

The data was collated from the Medtasker application and from standard pharmacist recording procedures.

Methods

Medtasker recorded a total 1750 tasks completed by three clinical pharmacists over a 6 week period, predominately drug chart review (471) and completion of the medication management plan (345), which were auto-generated tasks assigned to clinical pharmacists for all patients.

Control wards recorded 220 drug chart reviews and 196 medication management plans completed.

The benefits reported by pharmacists included robust communication between dispensary and ward pharmacists, less interruptions due to phone-calls and the ability to self-assign tasks providing a reminder to complete them.

Results

The reporting capacity of HealthPower was limited when reviewing pharmacist workload. Reporting was limited to three tasks, and was only reported on patient discharge which did not accurately reflect the workload of pharmacists. Due to the cumbersome nature of the program it was not utilised fully, which led to under reporting of pharmacist activity.

Medtasker has improved the reporting capacity of pharmacist activity. Medtasker can track completed tasks and time to complete tasks. As the tracking is in real-time it provides managers with an accurate picture of workload, and the opportunity re-allocate resources accordingly.

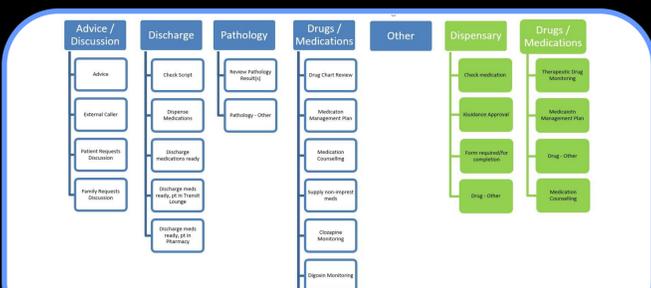
The tasks that can be assigned on Medtasker are extensive, and more accurately reflects the role of pharmacists within the hospital

Discussion

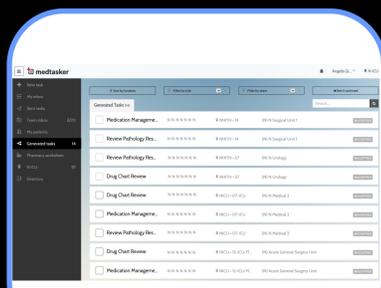
The use of Medtasker provided an accurate reflection of tasks completed by pharmacy staff as tasks can be completed in real-time. It provides managers with real-time data on workload. The work flow on trial and control wards were matched in complexity and work patterns.

Based on the success of the initial pharmacy trial, the pharmacy department has extended the use of Medtasker to all clinical pharmacists, and the hospital has implemented the use of Medtasker for medical, nursing and pharmacy staff as a communication tool and task based platform.

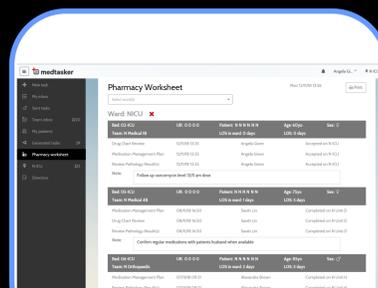
Conclusion



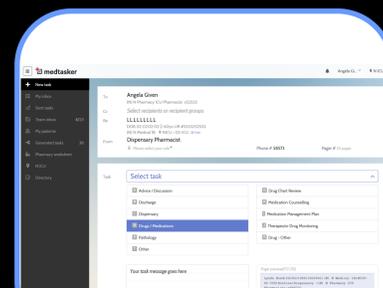
Example of tasks able to be assigned in Medtasker



Medtasker Auto-generated task List



Medtasker handover sheet



Assigning tasks