

Tick Tock Tick Tock Says the Critical Clock

Iza Nadine Hester, BSN, RN

sentara nurse


SENTARA®

Purpose

The purpose of this project was to improve compliance and increase awareness of the nursing staff when administering time-sensitive medications. According to Sentara Medication Administration Policy, due to the risk of harm if a time-sensitive medication is not administered within a 30 minute window, the attending physician must be notified and the event documented in the electronic medical record. Enoxaparin is an anticoagulant and dofetilide is an anti-arrhythmic medication, both of which are time sensitive medications. Delays in administration of critical medications for conditions could potentially lead to life-threatening complications.

Significance & Background

On a 24-bed medical unit in a community hospital in Eastern Virginia, nurses were often challenged with meeting the policy requirements of administering time-sensitive medications such as enoxaparin and dofetilide within the thirty (30) minute window of set medication administration times. To increase awareness and improve compliance, the team determined there was a need to create a process to eliminate confusion and empower RNs to administer time-sensitive medications within the required time frame. An evidenced-based project was designed to assist nurses in identifying patients with time-sensitive medications. This project was the Capstone for new graduate nurses participating in the Nurse Residency Program (NRP).

Intervention

Patients receiving time-sensitive medications were identified during shift huddle and were written on the unit huddle board. Emphasis during bedside handoff and increased visual cues were initiated. The Charge Nurse or Primary Nurse placed the laminated clock icons (figure 1) on doors of patients receiving time-sensitive medications and used erasable markers to mark the scheduled due time.

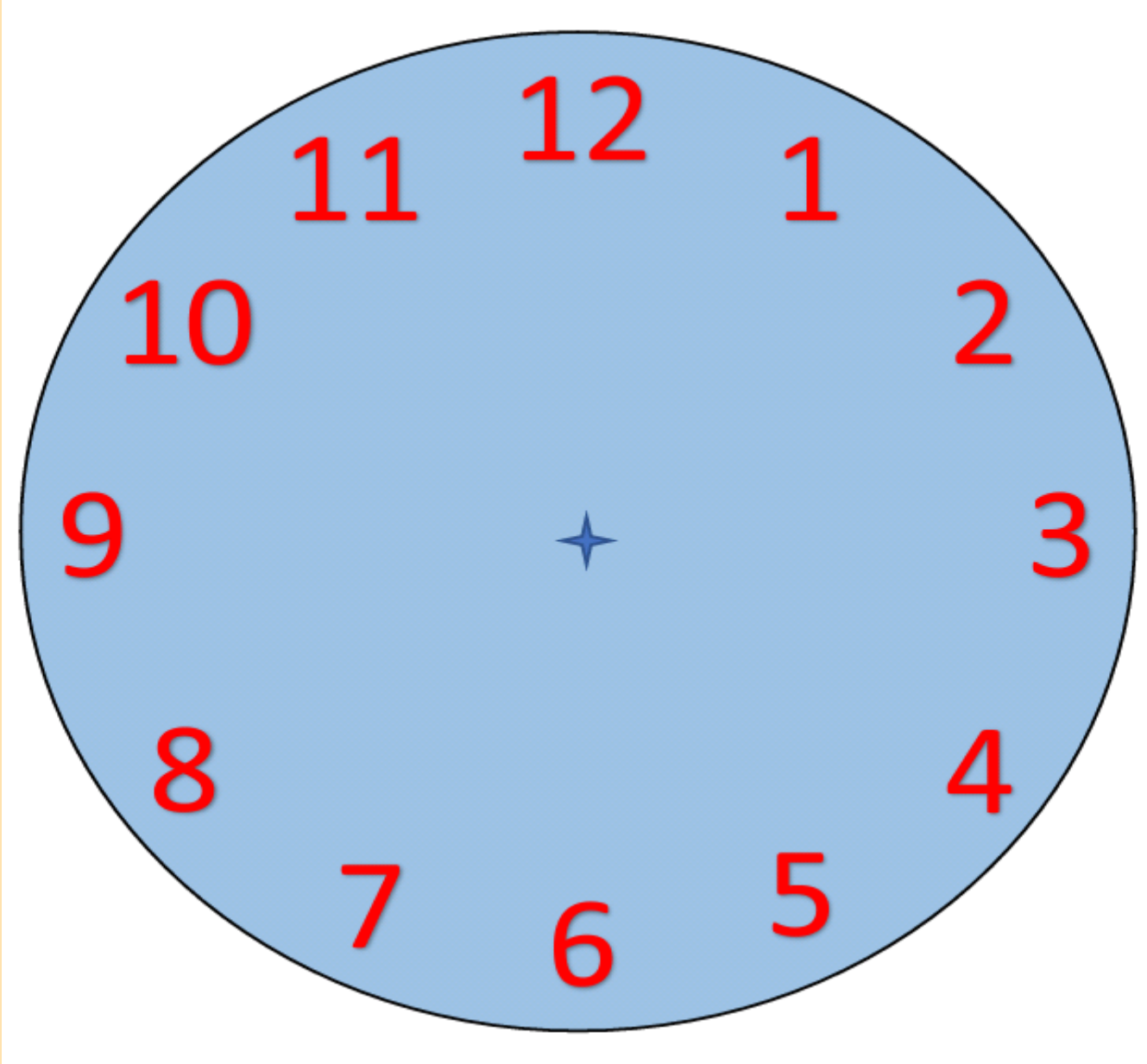


Figure 1. Use of the time clock

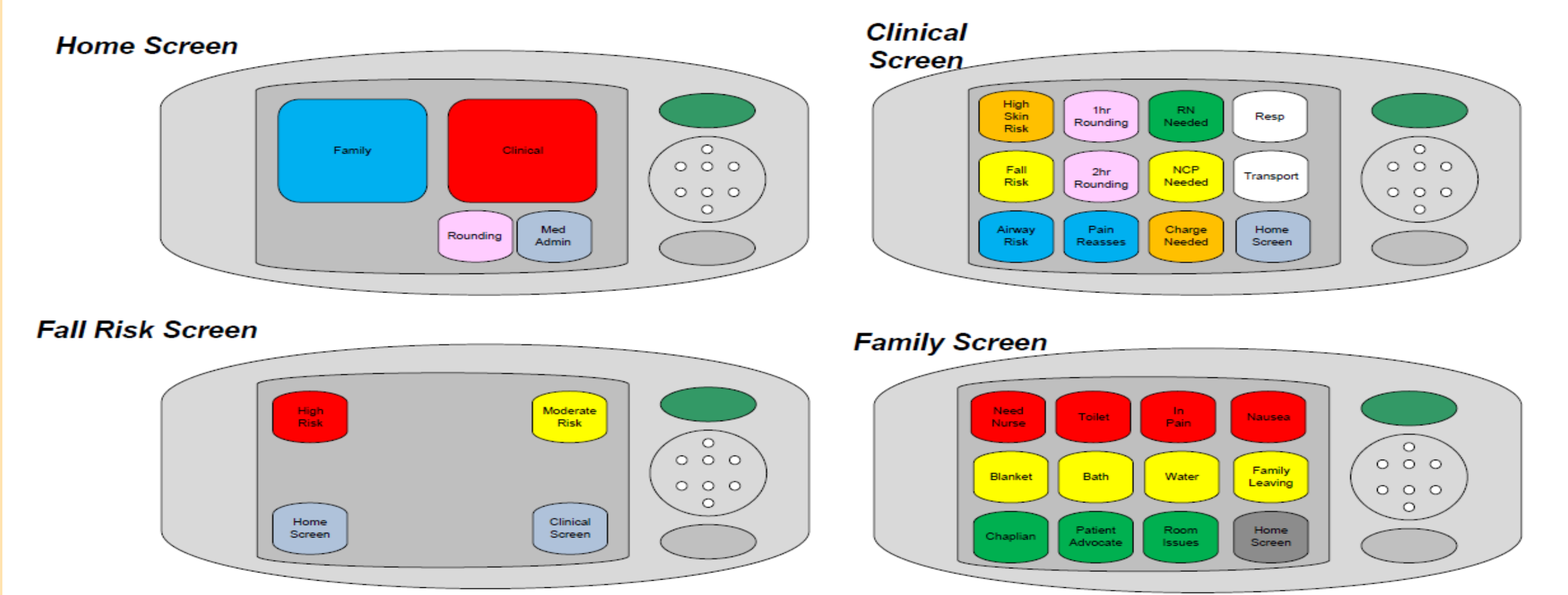
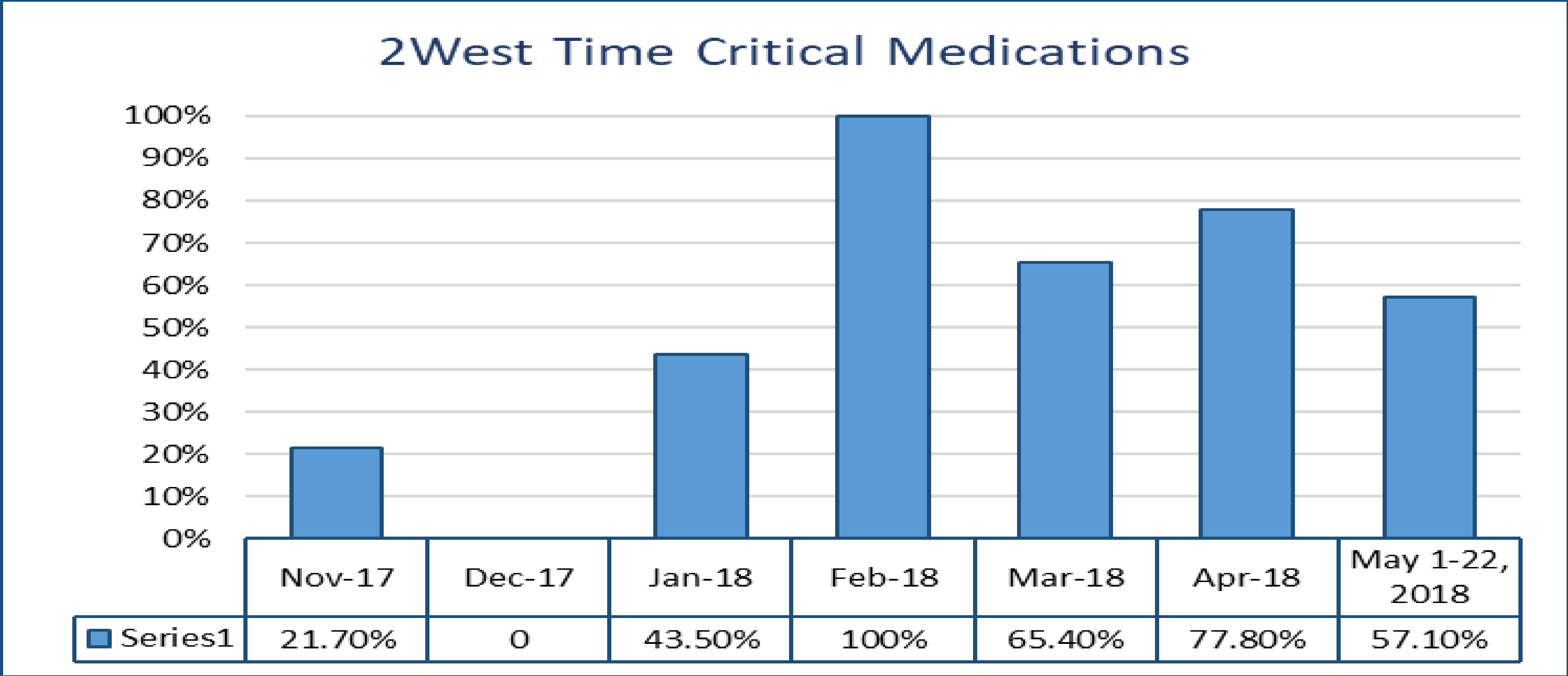


Figure 2. Future state, implementing call responder system

Findings



Post-intervention, compliance of time-critical medications increased by 62%.

Conclusions and Implications

Prior to implementation, time-sensitive medications were given correctly less than 22% of the time. On the second week of January, the team initiated the time sensitive medication education during huddle and usage of visual cues such as the clock icon outside patients' door which demonstrated an improvement to 43.5% compliance. Furthermore, the target goal of 100% compliance was achieved by February 2018. In the months of March, April and May, data shows a decline in compliance, however improvement was sustained from baseline.

Limitations include the data gathered were generated only for a span of five (5) months. The barriers that were identified were most of the delay on the first dose administration were from verification of the medication order prior to dispensing and medication availability in the unit medication room.

Recommendations

Utilization of the current nurses' call bell system (figure 2) has the capability to set an alarm to alert RNs on the required due time. This system will send a text message on the patient's primary nurse's phone. A future consideration is to explore the electronic medical record to determine other options that will alert RNs through a flag or symbol on the Medication Administration Record (MAR) for time-sensitive medications. Another opportunity is to redesign workflow in medication order verification and availability of these drugs on the unit.

Acknowledgements

Cortney Galloway, BSN, RN
Joline Cohoon, RN
Kimberly Bradley Redmond, RN
Megan Dawn Armbrister, RN
Samantha Hoover, RN
Donna Baybay, BSN, RN, CMSRN
Nerizza Morido, BSN, RN
C.J. Robison, BSN, RN, CMSRN
Stephanie Jackson, DNP, RN, NE-BC

References

Baxter, M. (2017). New, Easy 'Nurse Call' Solution for Skilled Nursing Facilities Delivers Technology for Improved Productivity, Safety and Satisfaction. Retrieved from [https://www.rauland.com/rauland-news/new-easy-nurse-call-solution-for-skilled-nursing-facilities.0p\[-2](https://www.rauland.com/rauland-news/new-easy-nurse-call-solution-for-skilled-nursing-facilities.0p[-2).

Medication Administration Procedure. (2017). https://webmail.sentara.com/owa/WebReadyView.aspx?t=att&id=RgAAAAAC43JXgOPOgTrbLfCO7awAeBwBiCXPGFUDGSbmVPEGdB742AAAAa3XnAABiCXPGFUDGSbmVPEGdB742AAAAtpUOAAAJ&attid0=BAAAAAAA&attcnt=1&pspid=_1515701734192_661427636.

US Department of Health and Human Services. (2008). The Surgeon General's Call to Action to Prevent Deep Vein Thrombosis and Pulmonary Embolism. Retrieved from https://www.ncbi.nlm.nih.gov/books/NBK44178/pdf/Bookshelf_NBK44178.pdf

Contact

Iza Nadine Hester: ILJULAO1@sentara.com