Beyond “HAPPY ACCIDENTS”
- A visual cue intervention at Eskenazi to improve drug library update

This project was supported by the Indiana Clinical and Translational Sciences Institute, funded in part by grant # TR001108 from the National Institutes of Health, National Center for Advancing Translational Sciences (CTSI CHEP program)
Drug Library (Guardrail) – Wireless Update

• New drug library released
• Downloading new drug library wirelessly
• Manual process to complete the update
  • **Power cycling + Selecting New Patient**
Data Study: How Fast Do Pumps Update?

Delay in drug library updates

Alert Count vs. Date

- 210
- 209
- 211
- 945
- 946
- 1217
- 1218
- 1249
Survey and Focus Groups - Findings

• “They send out so many emails, ....” “I read infusion pump update team and stopped reading ... and deleted the email because that was not me.”

• 24.2% of Nurses don’t think it’s their responsibility

• 72.6% of Nurses – not sure how to update the pump, “don’t want to mess something up”

• Only 11% Nurses know HOW (correctly)

Most Updates are “Happy Accidents”
Gaps

- Which version the pump has?
- If it’s not the newest version, how do I update the pump?
- What is the newest version of drug library?

Visual Cues

- Add **visual strip** on pump
- Add **posters** in Med Rooms
- Add a **letter** on version code OCT 2017 (A)
- Monitoring + Data Collection
- Workflow Design
New Alaris Library

• How to Update

1. “Channel Off”
2. “System On”
3. “Yes” for
   • “New Patient”
Medication Rooms in Intervention Unit
Family Beginning: intervention unit
Burn Unit: control unit

Assumption:

Same pumps stayed in units in-between each pump check
(updated pump list ~ every 2 weeks)

Pumps that do not have version information in the reports are not included in the % calculation
Updated list of pumps
Updated list of pumps
Pump Integration on Aug 22

updated list of pumps
Updated % of pumps over time, with three categories: FB, Burn, and Rest of Esk. The graph shows an increased percentage of updated pumps from 0% to 100% by the end of September.
Highlights

- Design for better communication and engagement
  - Single letter for version code
  - Attention to pump lib version
  - Attention to newest lib version
  - How to update
- Training at staff meeting
- Posters in Med Rooms and conference room
- Workflow design and role assignment (nurse, pharmacist)
Q&A

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