Evaluating the Effectiveness of the Personalized Barcode Identification Card to verify High-risk, High-alert Medications

Maria Thomas, DNP, MSN, RN
VA North Texas Health Care System
INTRODUCTION

• About 1.5 million preventable adverse drug events (IOM, 1999)

• By bar-coding patient identification bands and medication doses, facilities can reduce medication errors by 65% to 86% (Coyle & Heinen, 2005).

• The Veterans Health Administration developed and implemented a wireless, point-of-care technology called the Bar Code Medication Administration (BCMA), to administer and decrease medication errors.
Background

• Joint commission’s National Patient Safety Goals (2010).

• Hospital policy requirement

• The BCMA system did not include a process for a second verifier to witness, cosign, and verify the five rights of medication administration.
High-Risk, High-Alert Medications

• HRHA medications:
  • Morphine Oral Concentrate
  • Heparin Unfractionated
  • Neuromuscular Blocking agents
  • Concentrated electrolytes
  • Chemotherapeutic agent
  • Dextrose Hypertonic 20% or more
  • Warfarin
  • Lovenox
  • Insulin intravenous
  • Insulin subcutaneous

High-risk/high-alert medications will be identified with a “High Alert” label.
Solution

Personalized Bar Code Identification (PBID) card was developed and implemented.
Innovation-Decision Process

Change can be achieved

Adapted (Rogers, 2003).
Literature Review

• 28 articles reviewed

• 25 common medications
  • Top five medications
    • Insulin,
    • Morphine
    • Heparin
    • Potassium chloride
    • Warfarin
Literature Review-Contd

• Second person manually check the HRHA medications.

• Fewer than half of 1,435 hospitals double checked the administration of high alert drugs (Grissinger & Globus, 2004).

• 8.6% of the Adverse drug Events (ADEs) are preventable
  • Accidental overdose,
  • Use of wrong drug,
  • Drug that was taken inadvertently (Sakowski, Newman & Dozier, 2008).
Levels of Evidence

The review of the 28 articles found no facilities used the double-check/verification process using a pop box.

**Level I** - All relevant randomized controlled trials (RCTs)
**Level II** - At least one well-designed RCT
**Level III** - Well-designed controlled trials without randomization
**Level IV** - Well-designed case-controlled or cohort studies
**Level V** - Descriptive or qualitative studies
**Level VI** - Single descriptive or qualitative study
**Level VII** - Authority opinion or expert committee reports

(Melnyk and Fineout-Overholt, 2005).
Intervention

Systematic process for a second person to manually verify the HRHA medications using the five rights of medication administration.

1. Implementation of the PBID card to verify the HRHA medications and
2. Development of an evaluation tool to evaluate the effectiveness of the PBID card.
IRB approval

- IRB Approval Letter From Texas Christian University

- IRB Approval Letter From VA North Texas Health Care system
Implementation

The PBID card developed and implemented to verify, document, and standardize the process of HRHA medications.

- Decrease medication errors
- Decrease adverse drug events

Intensive Care Units ICUs

1. Medical Intensive Care Unit
2. Cardiac Intensive Care Unit
3. Thoracic Intensive Care Unit
4. Surgical Intensive Care Unit
Implementation-Development of HRHA Verification Card and Process
Implementation - Medication Administration Flow Process

Flow Chart for BCMA High Risk, High Alert Medications

1. Log on to BCMA
   - MD order verified by pharmacist and RN in CPRS

2. Scan wrist band and confirm identity using 2 identifiers

3. Pull HRHA medication from Med drawers as shown on VDL due to be given

4. Scan medication, verify 5 rights

5. Look at screen after scan to make sure med is marked as given

6. Is this a HRHA medication?

7. Verify 5 rights with second verifier for HRHA medication

8. Scan PBID of second verifier in barcode comments section of BCMA

9. Administer med to patient

CPRS - Computerized Patient Record System
BCMA - Barcode Medication Administration
HRHA - High-Risk, High-Alert
PBID - Personalized Barcode Identification
VDL - Virtual Due List
Implementation-Evaluation of PBID Card Development

The HRHA Medication Verification Audit Tool

<table>
<thead>
<tr>
<th>UNIT</th>
<th># of Charts</th>
<th>Identifier</th>
<th>Heparin SC/IV</th>
<th>Heparin drip</th>
<th>Insulin drip</th>
<th>Insulin SC/IV</th>
<th>Lovenox</th>
<th>Warfarin</th>
<th>Electrolytes</th>
<th>Others (NMBA, Dextrose, Chem)</th>
<th>Comment(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MICU</td>
<td>1</td>
<td>Patient</td>
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<td>2nd verifier</td>
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</tbody>
</table>

(Note: ‘Yes’ or ‘No’ are used in the table cells.)
Aim of the Project

To evaluate the effectiveness of the Personalized Bar Code Identification (PBID) Card to verify HRHA medications
Project Questions

1. Will the use of a PBID card to verify HRHA medications reduce medication errors?
2. Will the use of a PBID card to verify HRHA medications reduce adverse events.

1. How often do nurses follow the standardized process when administering HRHA medications?

1. How satisfied are nursing staff with a standardized process to verify HRHA?
2. Are there barriers to continuing adoption and ongoing use of the PBID?
Methods

The project used retrospective data analysis

• RNs
• Four ICU units
  • MICU
  • CCU
  • SICU
  • TICU
• Location
  • VA north Texas Health Care System
INCLUSION & EXCLUSION CRITERIA

Inclusion criteria:
• Medical records of patients admitted to the four ICU units
• Receiving HRHA medications
• Administered by ICU registered nurses
• HRHA medication administered and verified by second RN.

Exclusion Criteria:
• Medical records of patients not receiving HRHA medication in the ICUs
Data and Time Frame

Data and period:
• Six medical records from each of the four intensive care units
• Audited weekly for four consecutive months (Nov 2010-Feb 2011).
• 96 charts reviewed for top four HRHA medications monthly with the
• HRHA Medication Administration Audit Tool
  charts in each unit randomly selected and audited for the
  following:
    • Administered HRHA medication
    • Primary RN, who administered
    • Secondary RN, who verified the medication
Project Results

How often do nurses follow the standardized process when administering HRHA medications?

- The percentage of medications
  - Not verified,
  - PBID verified, and
  - Verified using a method other than the PBID
- Z-tests for two proportions calculated and compared

- Verification types were compared by month, unit, medication type, and month by unit.

Analysis
- 1397 medications recorded
### Data Analysis

#### Frequency and Percent's of Each Verification Type

<table>
<thead>
<tr>
<th>Verification Type</th>
<th>n</th>
<th>%</th>
<th>Δ Not Verified</th>
<th>Δ Other Verified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Verified</td>
<td>152</td>
<td>10.9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Verified</td>
<td>78</td>
<td>5.6</td>
<td>5.03 **</td>
<td></td>
</tr>
<tr>
<td>PBID Verified</td>
<td>1167</td>
<td>83.5</td>
<td>38.43 **</td>
<td>41.42 **</td>
</tr>
</tbody>
</table>

Note: **p < .05
Verification Type

Percentages of each of the three verification types
Evaluation

• Development of the innovative PBID card to verify HRHA Medications

• Evaluate the effectiveness and changes associated with the implementation.

• Disseminate information regarding the development and impact of the interventions.
Conclusions

• Simple medication safety program with a good adverse event reporting system will create a considerable and permanent decrease in patient injury as measured by ADEs (Cohen et al., 2005).

• Technology is not the only answer.
  • When an error with a second person check occurs, it could be due to a very serious structure breakdown, or because of a less than perfect working process, or both
  • Twenty-four hour Technical support
  • In-services
  • Variance reports

• Teaching health professionals and patients.
Conclusion- Contd

- PBID card implementation can improve medication safety, if there are inquiring clinicians who promotes safety and also are selective, systematic, and independent during the implementation of the process (Armitage, 2009).

- Communicating medication safety related to high risk medication needs to be consistent and standardized.

- Education tools, training, audits and staff competency are also essential.
Implications

Lessons Learned

• Costs

• Benefits
  • Decrease medication errors and adverse events
  • Save time
  • No spelling mistakes or incomplete comments
  • Improved patient safety
  • Capture data, Increase audit trails and automation
  • Cost reduction by decreased time used in typing comments.
  • Increased compliance
  • Standardized process

• In-house project
Lessons learned

Challenges

• IRB Process

• Data Collection:
  1. Will the use of a PBID card to verify HRHA medications reduce medication errors?
  2. Will the use of a PBID card to verify HRHA medications reduce adverse events.

• Bypassing the Card
Future Directions

• Hospital wide process
  • The adoption, implementation and successful standardization of the PBID process in the other areas of the hospital, determines the need to advance with the process.

• Development of an automatic pop box
  • that allows the second verifier to witness and sign is ideal. Until the ultimate solution to the second verification process is developed, it is essential to continue with the current process that works.
Future Directions- Contd

• Reasons for bypassing
  • Verification process is to be focused in future studies.

• Innovative idea, no manpower or cost for implementation.

• Interventions to be shared
  • Information regarding the evaluation and impact

• Continuous monitor of nurse’s performance
  • Components of the BCMA process to ensure success
### Future Directions

Nurse’s Satisfaction Tool

VA North Texas Healthcare System

Personalized Barcode Identification (PBID) Card User Satisfaction Survey

Name: __________________________ Unit: __________ Date: ______

Please rate the following items and place a check mark on the rating scale.

<table>
<thead>
<tr>
<th>Items</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. How well does the PBID card meet the requirements to verify HRHA medications?</td>
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<tr>
<td>1. How well does the use of the PBID card save time from typing comments?</td>
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<tr>
<td>1. How well has the use of the PBID card standardized the process of HRHA medication verification across the units?</td>
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<tr>
<td>1. How well does the process of using the PBID card to verify HRHA medications decrease medication errors?</td>
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<tr>
<td>1. How well does this process satisfy your HRHA medication verification process</td>
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<tr>
<td>1. How well does the PBID card prevent you from bypassing the verification of the HRHA medication?</td>
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</tbody>
</table>

**Additional Questions:**

- Is the PBID card easy to use? Please check: Yes      No
- Has your cards ever been lost or replaced since implementation? If ‘yes’ Please comment  

________________________________________________________________________
References


Acknowledgements

My sincere thanks to:

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- TCU-IRB
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