

Title: Unprevented dispensing errors and its associated factors in outpatient pharmacy tertiary hospital

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Abstract:

BackgroundDispensing errors continue to be a safety issue to the health care system and potentially cause harm to the patient. For the unprevented dispensing incidents, these are usually undetected occurrences after the medication has left the pharmacy which usually may or may not cause harm to patients and is seldom documented. It is thought with this study, the organizations can realize the failures in the system and action can be brought forward to reduce the further occurrence of this error.**Methods**A cross-sectional study was carried out in one of tertiary hospital outpatient pharmacy in Kuala Lumpur, Malaysia. Patients who received medications from the dispensing counter was convenience selected and recorded. Socio-demographic, education qualification, job position and working experiences data of staffs were collected. All the analysis of data was done using SPSS software version 23.**Results**A total of 540 prescriptions were assessed. There was the total of 11 (2%) prescriptions identified with errors. Few associated factors such as education qualification of the dispenser, workload of dispenser and working experience contribute to the error were found the association not significant. **Conclusion**Unprevented dispensing error remains unimportant health issue in medication safety. The rate of unprevented dispensing error identified in this study is 2% compared with other western studies. With the limited study on investigating the clinical outcome of the patient for having medication error drugs, it is difficult to evaluate the impact of the occurrence by the error.**References**Beso, A. et al. 2005. The frequency and potential causes of dispensing errors in a hospital pharmacy. *Pharm World Sci* 27: 182-190.Gandhi, T.K. et al. 2005. Outpatient prescribing errors and the impact of computerized prescribing. *J Gen Intern Med* 20:837-841.James, K.L. et al. 2008. Unprevented or prevented dispensing incidents in welsh nhs hospitals. *Int J Pharma* 19:36-50.James, K.L. et al. 2009. Incidence, type and causes of dispensing errors: a review of the literature. *Int J Pharm Pract* 17:9-30.Robert, D.E. et al. 2002. An analysis of dispensing errors in NHS Hospitals. *Int J Pharm Pract* 10 (Suppl.): R6