




Strengthening medication safety in Danish municipalities – a mapping of challenges

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Purpose of the study



To map the challenges of medicine-related tasks in municipal institutions identified by municipal managers and employees

To identify how pharmacy technicians from community pharmacies can contribute to strengthening medication safety in the municipalities

Method – mapping of challenges

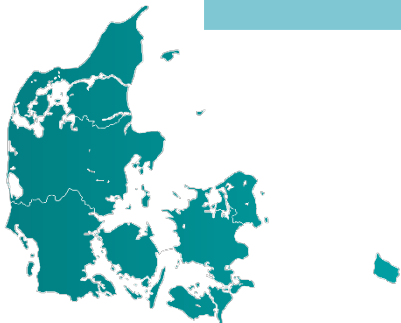


Semi-structured interviews with municipal managers about medication safety in their municipality

Areas:

- Elderly care
- The socially vulnerable and people with disabilities
- Children and young people
- Disease prevention and health promotion

Visual storytelling interviews with municipal employees about their experience of challenges concerning medication







Method – pharmacy technicians' contribution

- Workshop with stakeholders
 - Presentation of results
 - Discussion of results, pharmacy technicians' contribution to solutions, competencies, facilitators and barriers.



Results

27 municipal managers
17 employees

Categories describing challenges of specific medication tasks



There are challenges in several steps of the medication process

Compliance with existing procedures and instructions related to medication handling is difficult

Observation of effects and side effects of medication for adults and children is difficult

Medication during transitions is a challenge

Medicine-related issues vary in disease-preventing and health-promoting activities at municipal health care centres

The right competence for the right task

Medication during transitions is a challenge (1)



“And it is still like that, that we joke a little about it, well, if a patient comes home after discharge from the hospital and everything is correct and just falls into place, then we celebrate with cake in the office, and it is not only medicine, but most often it is medicine that is the reason for errors.”

(Employee from the elderly care area, interview 3)

- There is a gap in management during transitions
- Medicine is a big issue and is time-consuming at rehabilitation sites
- Home care does not have time to check the medicine
- Unnecessary medicine is prescribed during transitions
- The medicine list changes during transitions, which leads to errors

Medication during transitions is a challenge (2)



- Medication is not available during transitions
- Which physician has the responsibility for the medicine during transitions?
- Communication and collaboration are important during transitions
- Task allocation between health care professionals needs to be clear during transitions



Categories describing challenges of specific medication tasks



There are challenges in several steps of the medication process

Compliance with existing procedures and instructions related to medication handling is difficult

Observation of effects and side effects of medication for adults and children is difficult

Medication during transitions is a challenge

Medicine-related issues vary in disease-preventing and health-promoting activities at municipal health care centres

The right competence for the right task



The right competence for the right task (1)



- Some managers and employees in the elderly care area are worried about medication competences, others are not.

*"I do worry about these interactions, and about the fact that it is our employees who have the responsibility. This would be my primary concern about medicine. It is our social and health care workers, and of course also nurses, who, to a large extent, have all the responsibility."
(Manager from the elderly care area, interview 9)*

- Employees at the municipal health centres cannot keep up to date with everything in the medication area

The right competence for the right task (2)



- Residential social workers take medication tasks seriously, but do not give it their full attention
- Teachers and nursery nurses perform medication tasks at schools and day-care centres differently from place to place
- The right competence for the right task – can others help with the medication task?

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Ideas from workshop with stakeholders



Conclusion

This study identified six major categories that illustrate the challenges of medicine-related tasks as they are experienced by municipal managers and employees and generated ideas of how pharmacy technicians from community pharmacies can contribute to medication safety in municipalities

References



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