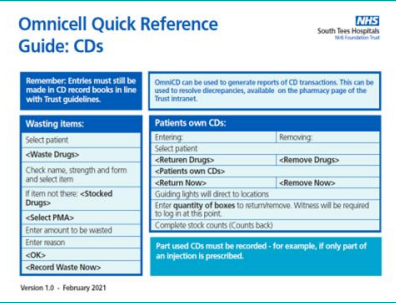
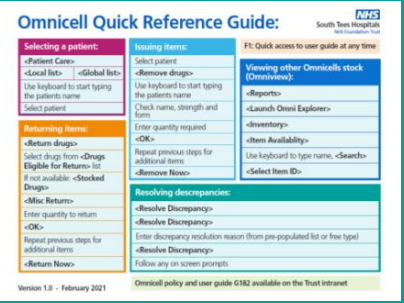


A service improvement project to improve user experience of Omnicells based on staff feedback



Pharmacy department, James Cook University Hospital
 Author: Ella Farrell Project supervisor: Paul Kirby

Aims: To gather feedback and improve user experience and efficacy for Omnicell users at a large teaching hospital, therefore improving patient safety via a reduction of medication errors.



Methodology

Gather feedback from ward based staff on a target ward over 2 months – this included verbal feedback and via questionnaires

Established common themes from feedback – mainly stock issues and uncertainty regarding certain aspects of using the Omnicell

Stock issues were reviewed and resolved, and a new policy to review stock at 3 monthly intervals was introduced

A poster was designed as a quick reference user guide for the Omnicell

Positive verbal feedback was gathered for the poster on the target ward, and it will be distributed to all wards with an Omnicell

Omnicell feedback was gathered from a further 5 wards

All feedback was collated into one document and common themes identified and addressed

Limitations and further work

Due to the pressures of the pandemic, gathering feedback from staff through questionnaires was difficult. Therefore, verbal feedback was the main source. Time constraints meant that reassessing staff feedback was not possible on all wards, but after distribution of posters and the newsletter this can be reassessed as follow up.

Discussion

One ward was initially targeted for feedback, due to a higher number of incident reports. Based on their feedback, the above poster was designed – staff were unsure on certain aspects of using the Omnicell, and the poster offers a quick reference source, and guides users to the trusts Omnicell policy.

As more feedback from other wards was gathered, common themes occurred – this included areas to improve training (especially for new staff members), lack of assistance after implementation, and stock issues. The changes below are being implemented in response to this feedback



Changes to practice

- A newly appointed Omnicell pharmacy technician will be available to assist wards with Omnicells, and offer more **support throughout implementation**
- The **monthly newsletter** will provide staff with information regarding the Omnicell, such as useful contacts
- 3 monthly stock reviews** will be completed by pharmacy staff to address stock issues and review stock levels

The benefits of this project

Omnicells have been shown to **reduce medication errors** and allow clinicians **more time to dedicate to patient care**^[1]. By improving user experience, this will therefore **improve patient safety** and give staff more time to care for their patients.

References

[1] Omnicell (2021); *Central pharmacy dispensing* [online] Available at: <https://www.omnicell.com/central-pharmacy-dispensing> [Accessed 7/3/21]