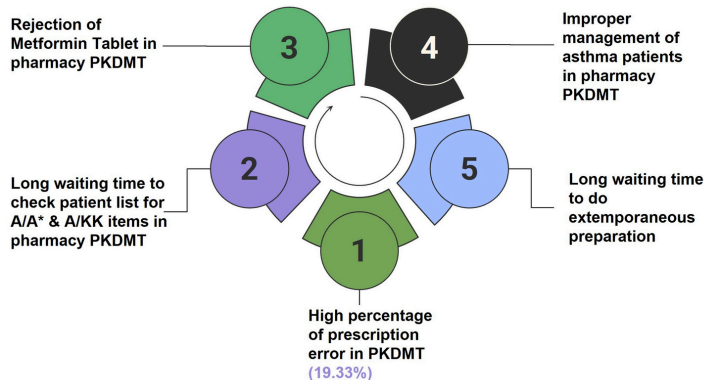


Nur Athira H 1, Kua YX 1, Suhaila NR 2, Nurul Syaza AN 2, Soh PS 3, Hana NM 3
1 Tengkeru Health Clinic 2 Batu Berendam Health Clinic 3 Peringgit Health Clinic, Melaka Tengah, Melaka

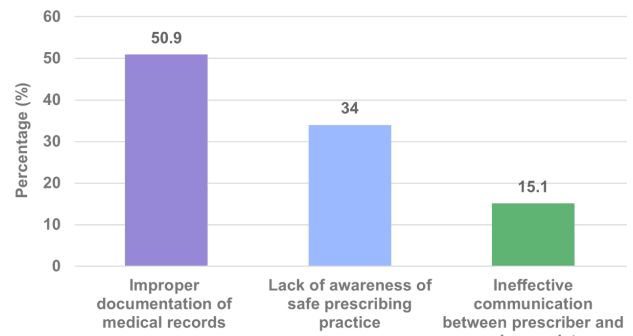
Selection of Opportunities for Improvement



Analysis and Interpretation

Clinic	Total Number of Prescription Error	Total Number of Prescription (N=378)
KK Tengkeru	41	126
KK Peringgit	50	126
KK Batu Berendam	40	126
TOTAL	131	378

Contributing Factors of Prescribing Error



Problem Prioritization - 'SMART' Criteria

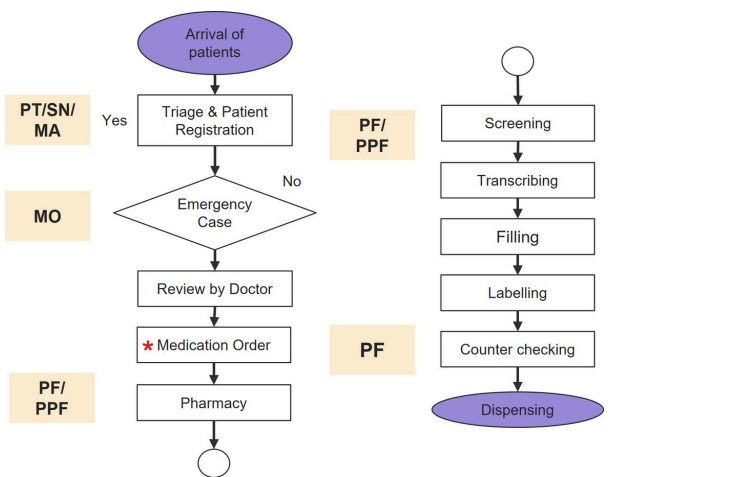
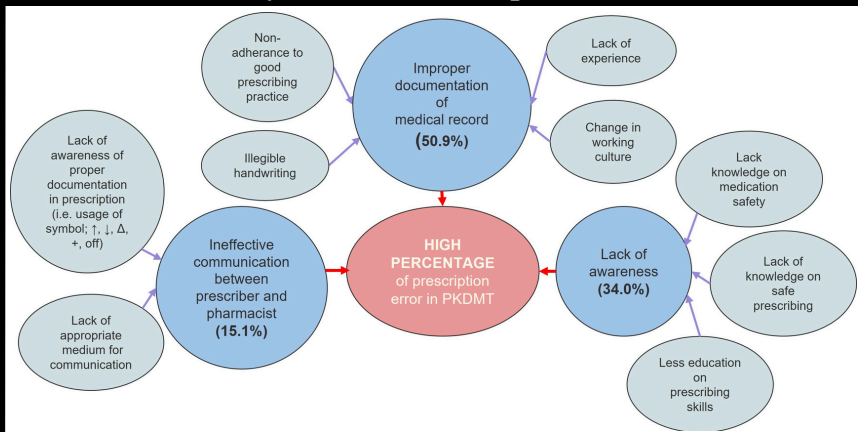
No	Problems	S	M	A	R	T	Total
1	High percentage of prescription error in PKDMT	18	18	18	18	18	90
2	Long waiting time to check patient list for A/A* & A/KK items in pharmacy PKDMT	18	18	12	12	12	72
3	Rejection of Metformin Tablet in pharmacy PKDMT	18	18	12	12	6	60
4	Improper management of asthma patient in pharmacy PKDMT	12	12	12	6	6	48
5	Long waiting time to do extemporaneous preparation	6	12	12	6	6	42

Total Number of Prescription Error (A)	Total Number of Prescription (B)	Percentage of Prescription Errors [A/B x 100%]
131	41	[131/378] x 100% = 34.66%

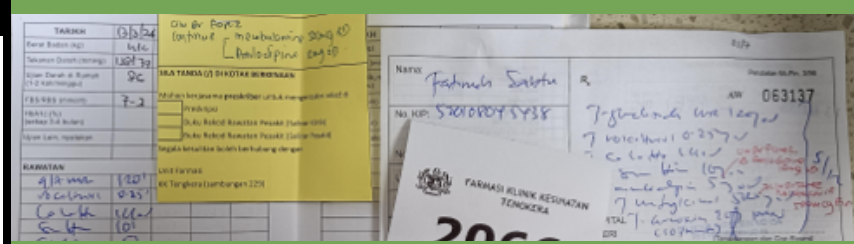
Strategies for Change

Process	Criteria	Standard (%)	Verification N=378
Medication Order	All medications required are endorsed in the medication chart in: 1. Buku Rekod Rawatan Pesakit (Salinan Pesakit) 2. Buku Rekod Rawatan Pesakit (Salinan Klinik) 3. Prescription	100% 100% 100%	78.31% 77.78% 65.34%

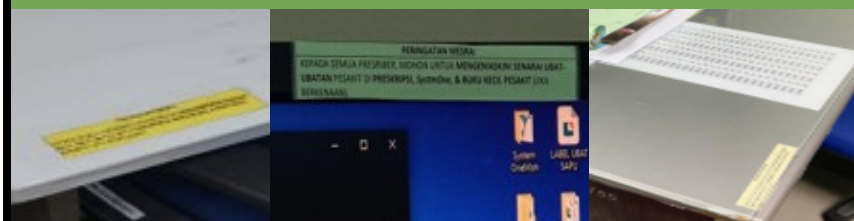
Key Measures for Improvement



PHARMnote



Reminders Attached Near Prescriber's Workplace



KK Tengkeru

KK Batu Berendam

KK Peringgit

Education for Prescriber's Awareness

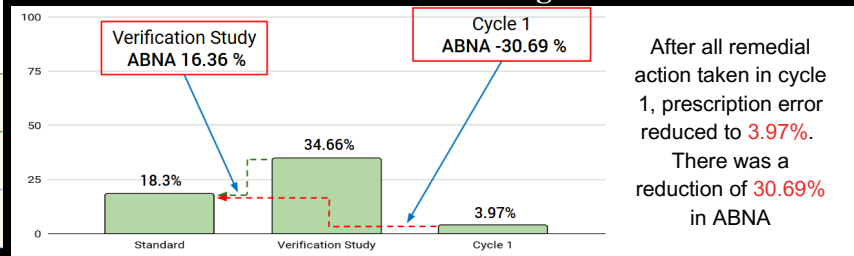


CME in KK Peringgit
15 Mar 2023

CME in KK Tengkeru
3 Mar 2023

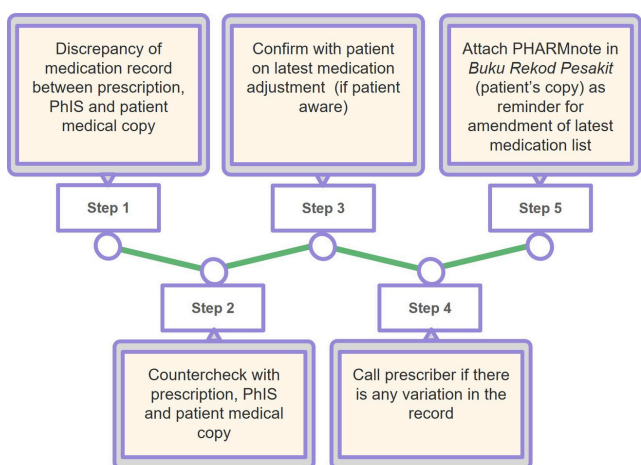
CME in KK Batu Berendam
7 & 14 Apr 2023

Effect of Change



After all remedial action taken in cycle 1, prescription error reduced to 3.97%. There was a reduction of 30.69% in ABNA

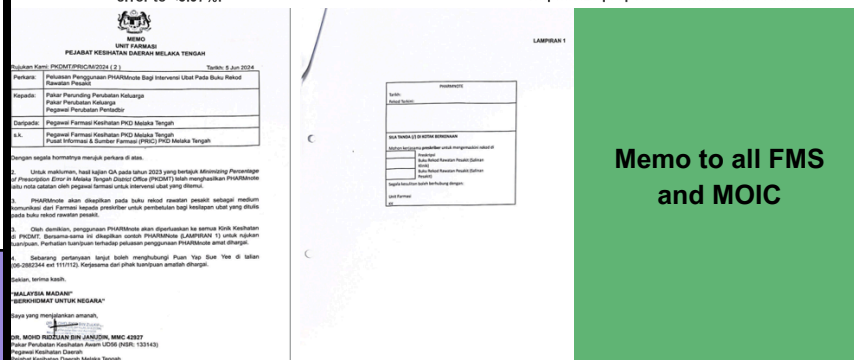
Process of Gathering Information



The Next Step



Memo to all FMS and MOIC



REFERENCES

1 MOS Medical Record Reviews 2023, accessed on 8th June 2023 <<https://www.mosmedicalrecordreview.com/blog/key-tips-prevent-errors-medical-record-documentation/>>