

“Simply Indispensable”: Transforming Medication Management at the Ross Memorial Hospital

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The medication management system at the Ross Memorial Hospital has been completely transformed since the CSHP 2015 goals were introduced in 2007. Improvements in medication use and safety have been achieved through initiatives in drug distribution, administration and clinical services. In the last seven years the department has gone from a traditional drug distribution system run with a stand-alone computer system to a full unit dose and IV additive system run by pharmacy technicians. Both Pharmacist and Pharmacy Technicians have decentralized to enhance collaboration with other healthcare professionals and to provide direct patient care.

In 2009 our Pharmacy Department developed our mission and vision to clearly define and communicate our intended role at the Ross Memorial Hospital. We wanted to emphasize that Pharmacy’s purpose is to collaborate with other healthcare professionals to provide quality patient care, to develop systems that enhance safety in all steps of the medication process and to contribute our unique skills and knowledge as pharmacists and pharmacy technicians. At that time we met less than 10% of the CSHP 2015 goals. This award application outlines how our Pharmacy Department has partially or fully achieved 77% of these safety objectives since their introduction. These achievements have been achieved through visionary leadership, working collaboratively with key stakeholders and turning challenges into opportunities.