MoHiTo project: Management of Intravenous Heparin Therapy Out West

Aim Statement: By August 2018, 95% of patients admitted under the cardiology clinical service at Westmead Hospital who are receiving intravenous heparin therapy, will receive appropriate care that complies with WSLHD intravenous heparin therapy prescribing, monitoring and administration guidelines.

Background to problem worth solving: Incidents resulting in patient harm related to and lack of understanding of heparin protocols and nonadherence to guidelines.

Sponsors (Guidance team) members:
- Dr Jennifer Curnow, Director Clinical Haematology - WSLHD
- Dr Robert Denniss, Cardiology Head of Department – Westmead Hospital

Project team members:
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- Matthew Han
- Jill Square
- Lorraine Kolier
- Christine Coorey
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- Leo Pasalic
- Gajan Kalainathan
- Mehmet Harapoz
- Sunita Barua

Quality Advisor:
- Caitriona Middleton-Rennie

Consumer representative:
- Anna de Wet

Change ideas:
- Revise WSLHD intravenous heparin protocol
- Conduct a clinician survey to identify gaps
- Develop and conduct a structured multidisciplinary education program
- Allow for nurse ordering of required blood tests via powerplan
- Develop an electronic alert for nurses when pathology results are available

PDSA Cycle:
- Plan:
  - Develop a multidisciplinary structured education program
  - Who did it? Cardiology Nurse Educator
  - When & where was it done? Inservice time, Structured JMO education time

- Do:
  - Carry out your change and observe & measure
  - Pre and post clinician survey
  - Patient audit

- Study:
  - Improved knowledge levels.
  - Difficult to access all medical staff

- Act:
  - Develop online education module

Overall Outcome of Project:

No significant bleeding events were noted during the project. The project resulted in an improvement in patient care by decreasing the time to the first therapeutic blood (aPTT) result by 40%.

Change ideas:

- Incorporate learnings into state-wide initiatives

Plans to support/change:

- Submit abstract to SHPA 2019 conference
- Submit to ACI Innovation exchange
- Submit abstract to International Forum in Safety and Quality in Healthcare 2019 conference

National Standard Medication Management Processes – High-Risk Medicines:

a. Identifies high-risk medicines used within the organisation
b. Has a system to store, prescribe, dispense and administer high-risk medicines safely

Project addressed the following requirements:

- Monitoring and analysis of incident reports
- Audit compliance with protocols
- Safe prescribing and administration
- Training requirements

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