



Practice sting 2022-09

Practice sting Wrong computer settings

In pharmaceutical care, more and more processes are automated or supported by automation. In this way, healthcare becomes safer. But it is essential, that software systems work as they are supposed to work. For example, that prescribers are shown the relevant medication monitoring signals. The following notification shows that this can go wrong.

Notification

In the Emergency Department (ED) a physician prescribes paracetamol to a patient. The nurse who wants to give the paracetamol to the patient sees in the Hospital Information System (HIS) that the patient has a strong allergic reaction to paracetamol. She does not give the paracetamol and contacts the physician. The physician says that he has not seen that the patient is allergic to paracetamol. He did not obtain a signal during prescribing. This is due to a HIS setting error. It appears that the group of doctors working in the ED does not receive medication monitoring signals related to allergy. This setting error has since been fixed.

Analysis

Within a HIS, it can be arranged that certain groups of prescribers only see the medication monitoring signals that are relevant to them. In this way signal fatigue from an excess of irrelevant drug monitoring signals is prevented. For example, in the hospital from the notification psychiatrists receive signals based on pharmacogenetic profiles. Emergency room doctors and surgeons do not receive these signals, because they are less relevant to their practice. Allergies should be seen by all prescribers. Something went wrong when creating the group of emergency physicians within the HIS.

Recommendations

Functional manager HIS

Ensure that a pharmacist is responsible for assigning drug monitoring signals to a group of healthcare professionals and that a pharmacist checks the settings for correctness.

Hospital pharmacist

Discuss with the functional manager of the HIS that it is essential that a pharmacist is responsible for assigning medication monitoring signals to a group of healthcare professionals. A pharmacist must also be involved in checking the correctness of these settings.