



Practice sting 2024-10

Practice sting Access rights of temporary healthcare workers to ICT care systems

This Practice sting is particularly interesting for committees which deal with medication safety in healthcare institutions.

VMI received a report from a nursing home that temporary workers could not responsibly distribute medication because they did not have access to the care file and medicines administration registration.

Notification

The self-employed people who were hired as temporary workers to compensate for the shortage of healthcare professionals in the nursing department had not received login details for the care file. The electronic administration registration was also not accessible to them. 'To give them some guidance, I printed out the administration lists for them. Fortunately, this also allowed them to distribute medication.'

Analysis

Healthcare workers must have access to the ICT systems in order to properly perform their work. In any case, access to the administration registration is necessary for employees who have a role in providing and administering medication. To identify bottlenecks surrounding medication use, it is also necessary that employees can record identified problems in the care file. Healthcare organizations must guarantee the necessary access. At the same time, healthcare organizations must prevent employees from having access to medical data of people with whom they do not have a healthcare relationship. This is a complex process, especially for self-employed staff who is hired by a healthcare organization. Hiring self-employed staff is common. Therefore, this incident is relevant for all healthcare institutions. Due to the lack of access, the self-employed person in question could not provide and administer medication in a responsible manner, account for actions and record any problems with medication use. Printing the administration list – as done by the permanent employee – only provides a partial solution.

Recommendations

For committees which deal with medication safety in healthcare institutions

Discuss the following in the committee:

- Could a similar incident occur in your own healthcare institution?
- Is the current policy sufficient to prevent such an incident? If not, what else needs to be done?