Bedside scanning requires cultural change

GS1 Healthcare Webinar

Mrs Trine Spiegelhauer, Registered Nurse and Nursing Director for the Clinic for Children and Adolescens with Surgical Diseases, Rigshospitalet, Copenhagen, Denmark

August 29, 2019
Welcome and thank you for attending!

• Welcome to our August 2019 webinar.
  Thank you to our guest speaker Mrs Trine Spiegelhauer, Nursing Director at Rigshospitalet, Copenhagen, Denmark

• Some housekeeping for today:
  - All attendees will be in listening-only mode
  - If you have questions during the presentation, please type them into the questions area and these will be monitored then answered at the end of the call

• After the webinar:
  - Within a week, the recording will be posted to: http://www.gs1.org/healthcare/hpac_webinars
  - All previous webinars are also posted to this location, so please feel free to use this resource and share the link
GS1 Healthcare Webinars

Forum for thought leaders and adopters of GS1 Healthcare Standards from the global clinical provider environment. The final goal is to improve patient safety, cost efficiency and staff productivity through implementation of GS1 standards.

- The practical realities of implementation of GS1 Standards in the care giving environment in regard to the impact on clinical care and patient interaction
- Supporting the adoption of GS1 Standards in healthcare providers and retail pharmacies
- For publication, presentation and sharing
- To those involved in GS1 standards development, the wider Healthcare stakeholder community and senior executives/decision-makers to gain their buy-in and support for implementation of GS1 Standards
Specific GS1 Healthcare Activities

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<th>Webinars</th>
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<tr>
<td>• Monthly webinars open to all stakeholders interested in learning about GS1 standards implementation in the care giving environment.</td>
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<td>• <a href="http://www.gs1.org/healthcare/hpawebinars">http://www.gs1.org/healthcare/hpawebinars</a></td>
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<td>• Twice per year</td>
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<td>• Provider Implementation Best Case Study Award</td>
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<td>• Provider Recognition Award</td>
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<td>• The prize: travel &amp; accommodation to attend the next GS1 Healthcare conference</td>
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GS1 Healthcare also holds two global conferences per year. The next conference will be in Delhi, India from November 5–7, 2019, with significant Healthcare Provider participation on the agenda.
Presenting today

Trine Spiegelhauer

- Registered Nurse, Rigshospitalet Nursing School, Copenhagen
- Master’s degree in Public Governance from Copenhagen Business School
- 2004: Nursing Director at the Department of Paediatric Surgery
- January 2018: Nursing Director of the Clinic for Children and Adolescents with Surgical Diseases
Agenda

• Introduction to the hospital and clinic
• Background
• The process – getting started
• Results
• Challenges
• Next step
Facts about Denmark

- 5.7 mio. people
- 5 Regions
- Rigshospitalet is located in The Capital Region
Rigshospitalet has two locations Blegdamsvej and Glostrup.

Data from 2018

- 85,000 in patients
- 1 mio. out patients
- 1,200 beds
The Department of Pediatric Surgery

Children from 0-16 years

Both chronic and acute conditions

Complex surgeries and complex post-operative care

Many different pharmaceuticals in varying dosages
Background

Approx. 5% of the dispensations

84% of the primary packages

99% of the secondary packages

Amgros’ barcode requirement

Scanner requirement in the Capital Region

Scanners were installed
Amgros’ barcode requirement

2011

- Tablets, capsules etc (not blisters)
- Pharmaceuticals for external use
- Inhalators
- Orale liquids

2014

- EAN-13 or GS1 DataMatrix
- Infusions/injections
Percentages of barcodes on the packages (both EAN-13 and GS1 DataMatrix)

- EAN-13: 99%
- GS1 DataMatrix: 84%
The scanning process – in the dispensary

- Paracetamol 500mg
- Ibuprofen 200mg
- Antibiotika 500mg
By the bedside
Scanning rate before the project started

5%
Barcode scanning

- Nurses need to see the benefits
- What to do?
- How to do it?

According to a research at Cambridge University, it doesn't matter in what order the letters in a word are, the only important thing is that the first and last letter be at the right place. The rest can be a total mess, and you can still read it without a problem. This is because the human mind does not read every letter in order, but the word as a whole.
Survey in the dispensary

7 % of the secondary packs and 41% of the primary packs were marked with a 2D code
Starting the process

Staff meeting

Scanning can prevent adverse events
Action plan

Ambassadors

Scanners were configurated

Weekly meetings
After scanners were configurated

All barcodes were scannable

Great driver for the process
Star scanner

- To put focus on scanning
- Star scanner of the week
- Open dialogue
- Benefits
Scanning rate 6 months after

6 months

60%

5%

✓ Positive attitude
✓ Natural part of the work flow
Missing barcodes

✓ The nurses take action
✓ Collaboration with GS1 Denmark and the Hospital Pharmacy
✓ To ensure scannable barcodes on every pack
The change process – importance of the leader

Clear leader + strong nurses on the floor

A cultural change must make sense for the individual nurse in order to succeed

Barcode scanning is not something you implement overnight
Barriers

- If new routines are not maintained you will not succeed
- If IT equipment does not function you will not succeed
- If IT equipment is placed in an impractical location you will not succeed
- If there is any resistance you will not succeed
How to deal with barriers

✓ Cooperation with the local IT department
✓ Positive ambassadors
✓ Dialogue
✓ Patient Safety
✓ Celebrating successes weekly
"If you think of it as a project that can be implemented after a limited period and then left alone, it will not be a success – not a lasting one, at least."
Next step

2018: Nursing Director of the Clinic for Children and Adolescents with Surgical Diseases

- Five other specialties
- New group of nurses
- Want to achieve the same barcode scanning results
Methods

To a large extent transferring the work from the Department of Pediatric Surgery

Lessons learned:

- Staff turnover has increased
- Need for barcode scanning as part of the training for new employees
- Involvement of the internal improvement secretary
The project is also described in the new GS1 Reference Book – soon to be published
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