



Mrs Trine Spiegelhauer, Registered Nurse and Nursing Director for the Clinic for Children and Adolescents 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](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.**

**A forum for sharing and discussion**

**Identification of projects and case studies**

**A source of expertise and advice**

- 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



## Webinars

- Monthly webinars open to all stakeholders interested in learning about GS1 standards implementation in the care giving environment.
- [http://www.gs1.org/healthcare/hpac\\_webinars](http://www.gs1.org/healthcare/hpac_webinars)

## Awards

- Twice per year
- Provider Implementation Best Case Study Award
- Provider Recognition Award
- The prize: travel & accommodation to attend the next GS1 Healthcare conference
- <http://www.gs1.org/healthcare/hpac>

**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

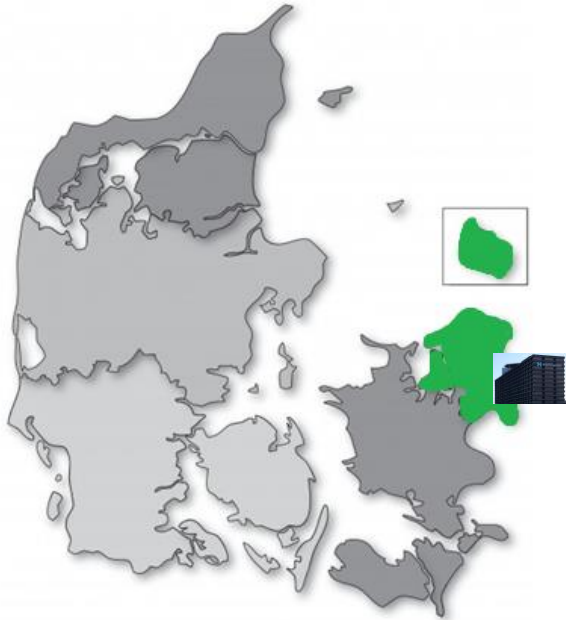
# Agenda



- 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**

**Data from 2018**

**85.000** in patients

**1 mio.** out patients

**1.200** beds

Rigshospitalet has two locations Blegdamsvej and Glostrup



# 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



# Amgros' barcode requirement



**2011**

**EAN-13 or GS1 DataMatrix**

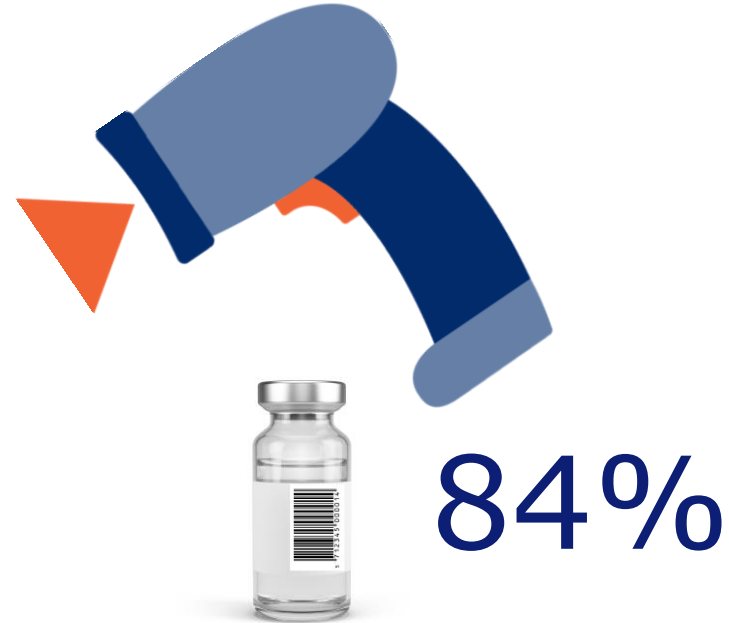
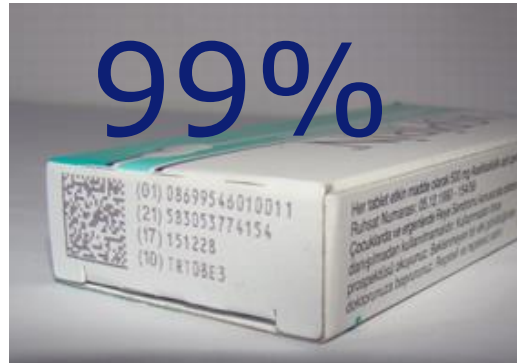
- Tablets, capsules etc (not blisters)
- Pharmaceuticals for external use
- Inhalators
- Orale liquids

**2014**

**EAN-13 or GS1 DataMatrix**

+ Infusions/injections

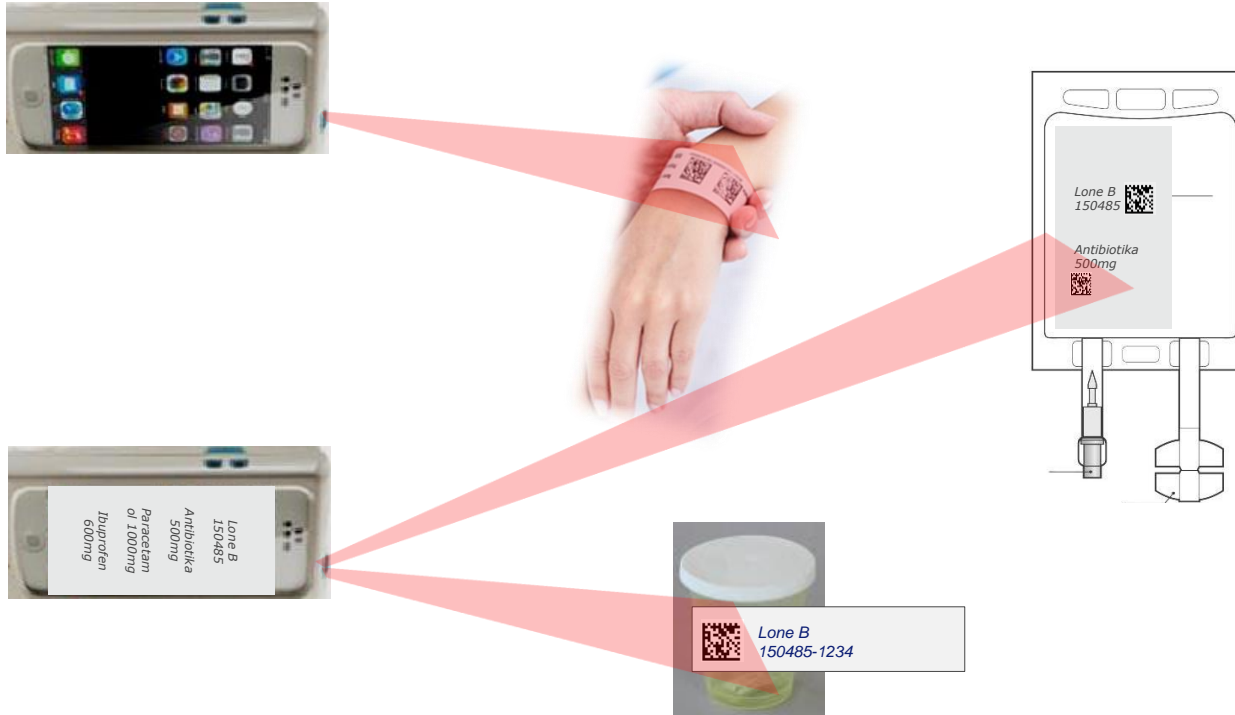
# Percentages of barcodes on the packages (both EAN-13 and GS1 DataMatrix)



# The scanning process – in the dispensary



# By the bedside



# Scanning rate before the project started



**5%**



# Barcode scanning on the agenda



## Barcode scanning

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

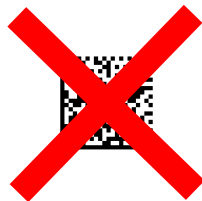
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# Survey in the dispensary

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



# Starting the process

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***Staff meeting***

***Scanning can prevent  
adverse events***

# Action plan

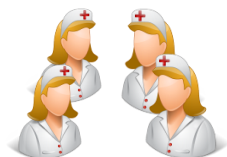
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*Ambassadors*



*Scanners were configured*



*Weekly meetings*

# After scanners were configured

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**All barcodes were scannable**

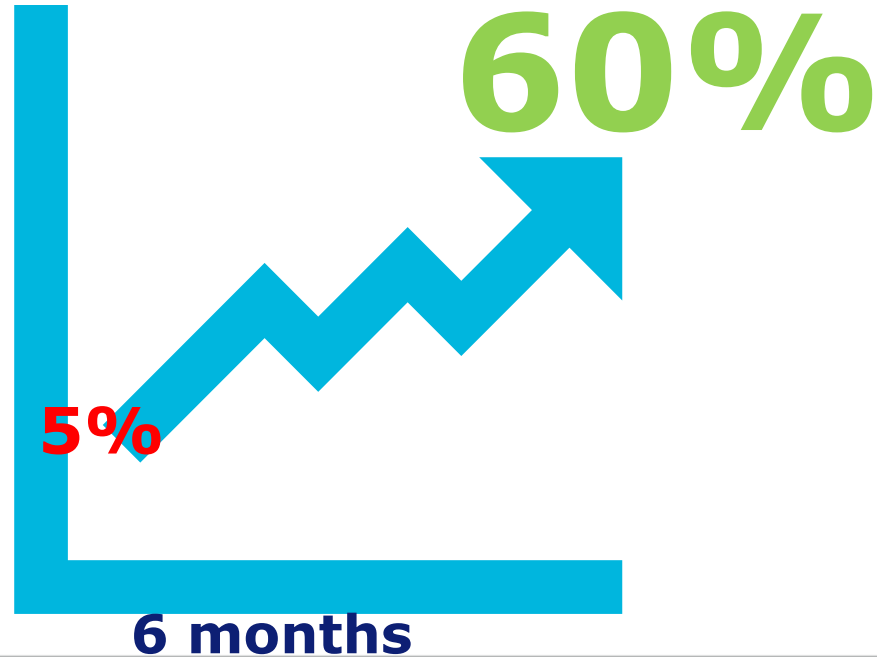


**Great driver for the process**



- ✓ *To put focus on scanning*
- ✓ *Star scanner of the week*
- ✓ *Open dialogue*
- ✓ *Benefits*

# Scanning rate 6 months after



- ✓ *Positive attitude*
- ✓ *Natural part of the work flow*



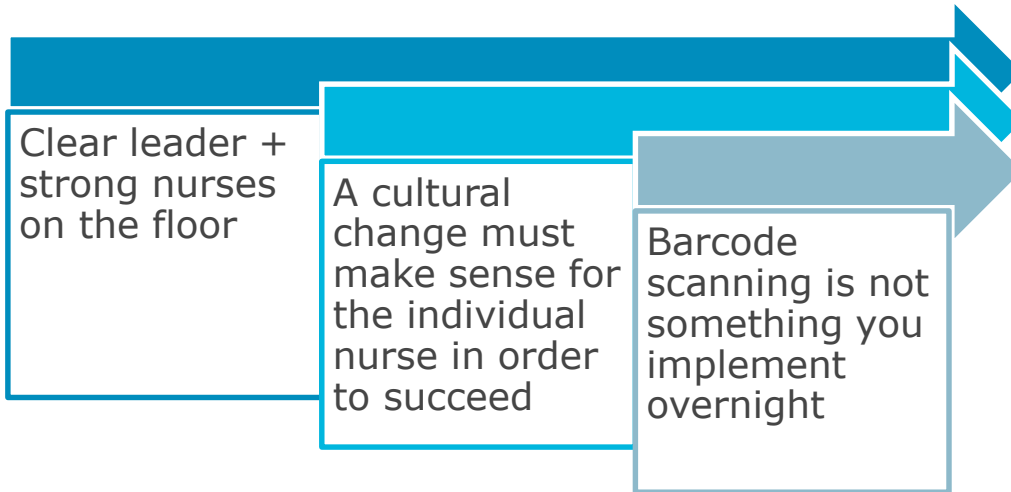
# Missing barcodes

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- ✓ *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



# 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 succes weekly*



**Barcode scanning**  **Process**  **Project**

*"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

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**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 Global Language of Business

## GS1 Healthcare Reference Book 2019-2020

Stories of successful implementations of GS1 standards



*The project is also described  
in the new GS1 Reference  
Book – soon to be published*



The Global Language of Business

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# Questions

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# GS1 Healthcare webinar:

## Questions and contact details



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