

Decreasing Medication Distractions by Screening Phone Calls

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Published In/Presented At

Figueiredo, H. Marsh, M. Warner, H. Whitehead, M. (2019, August 9). *Decreasing Medication Distractions by Screening Phone Calls*. Poster Presented at: LVHN Vizient/AACN Nurse Residency Program Graduation, Lehigh Valley Health Network, Allentown, PA.

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Background

- 6T (MedSurg) implemented a process of screening phone calls during high medication administration times. Their goal is to decrease distractions in hopes of minimizing medication errors.
- Providing quality nursing care and improving patient safety relies on nurses preventing and decreasing errors in patient care, especially during medication administration.
 - Decreasing any distraction in turn should improve these outcomes
- 7T (MedSurg) was the control group throughout the process

Evidence

Themes

- Signage (such as Do Not Disturb vests, zones, and floor and badge decals), checklists used to collect data, and pre and post intervention surveys.

Findings

- After implementation of interventions, distractions were decreased resulting in less medication errors.

PICO

- Will screening phone calls decrease the amount of distractions during high traffic medication administration times?
 - **P**: Medical surgical nurses
 - **I**: Screening phone calls during high medication pass time
 - **C**: Not screening calls
 - **O**: Decreased distractions

Methods

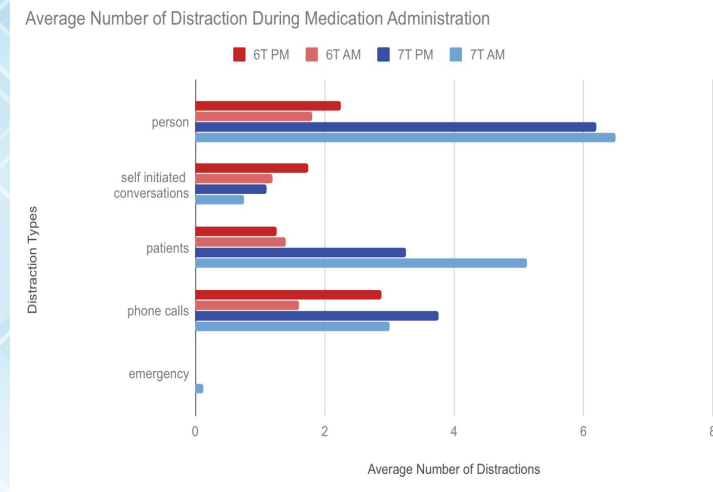
- Script and directions made for Administrative Partner to standardize the screening of calls and tally sheet.
- AP given screening form and tally sheet to calculate number of calls they deferred.
- Checklist distributed to select nurses on each unit for medication administration distractions to collect data.

Conclusions

- Evidence collected shows a correlation between deferring non urgent phone calls from family members and lower number of distractions, specifically in phone calls.
- More data should be collected in order to show stronger correlation.
- More research focused specifically on phone calls and medication distractions is indicated.

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