XXX Medical Center & Fairview Northland Medical Center
24 Hour Remote Order Entry Statistics & Quality

Submitted by:
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I. Order Entry Statistics – below are the order entry statistics

Average Orders			**Total Orders**			
Average Orders Entered per Day	Average Coverage Hours/day	Average Orders / Hour	Unit dose/Inj	Large Volume	IVPB	Bulk
37.1	14.5	2.6	8634	779	587	868

II. Quality Assurance & Improvement

a. Pharmacist Interventions - pharmacists a Fairview Northland document interventions. We document once a week for a month for a snapshot of interventions.

Missing info	35
Timing of meds	29
Illegible order	19
Clarification of orders	18
Auto-substitution	10
Renal dosing	6
Allergy to drug ordered	6
Pharmacy to dose	5
Computer issue	4
Drug availability	1

b. The following are examples of patient care stories related to pharmacist interventions:
   i. Pt allergy to morphine and morphine ordered. Called RN to clarify with MD
   ii. Rocephin 50 mg/kg ordered without pt weight given. Called RN to get weight.
   iii. Pharmacy called RN to clarify home warfarin dosing schedule
   iv. Cefazolin ordered for patient with allergy to PCN. Called RN to clarify with MD
   v. Ciprofloxacin ordered for patient with allergy to cipro. Called RN to clarify with MD
   vi. Dilaudid ordered as .5 mg IV q4h prn for pain. Looks like 5 mg on the written order (no leading zero). Called RN to clarify
   vii. Simvastatin 30 mg looks like 80 mg on the order. Called RN
   viii. No creatinine lab drawn and pt on renally excreted medications. Ordered creatinine.
   ix. Orders faxed with no allergy information listed. Called RN
   x. Tramadol dose adjusted for pt age > 70 years
   xi. Pre-op antibiotic not ordered as one-time dose. Called to clarify
   xii. Renally-adjusted ciprofloxacin dose due to poor renal function of pt.

c. Medication errors have been addressed with identified staff. Pharmacy medication errors are tracked by the Pharmacy Director for noting trends.

d. XXX Medical Center and Northland Pharmacy Directors spoke to assess any process improvements.