

REFERENCES AND/OR ACKNOWLEDGEMENTS

Conflict of interest No conflict of interest

6ER-030 AN ANNUAL REVIEW OF DRUG SHORTAGES MANAGED BY THE MMUH PHARMACY DEPARTMENT

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Background and importance Drug shortages can adversely affect drug therapy, compromise or delay medical procedures, result in medication errors and ultimately cause patient harm. Drug shortages also have financial consequences for hospitals, the state and patients. In the Mater Misericordiae University Hospital (MMUH), the medicines information (MI) service collaborates with dispensary, clinical and other colleagues to manage drug shortages. In 2019, drug shortages represented 17% of the MI service workload in contrast with 9% in 2018.

Aim and objectives To review the nature and impact of drug shortages managed by the pharmacy department in 2019.

Material and methods Shortages were logged in MiDatabank with 'shortage' as a keyword. Relevant 2019 enquiries were identified. Details for each shortage were collected, categorised and analysed. The procedure for managing drug shortages was reviewed.

Results The pharmacy department managed 403 drug shortages in 2019. Most drug shortages lasted more than 1 month (56%) and were due to manufacturing delays or an unexpected increase in product demand. In most cases no purchasing action was taken as there was sufficient stock to cover the expected shortage duration (n=141; 81%) or because no alternative option was available (n=33; 19%). Apart from purchasing reactions, other actions needed were hospital wide communication (13%), immediate stock rationing (9%) and/or protocol amendments (3%). Drug shortages requiring further follow-up mainly concerned drugs of critical nature (eg, antimicrobials, fentanyl, morphine, lorazepam). 5% (n=22) of drug shortages were due to wholesaler issues. In four of these cases, immediate action was needed (hospital wide communication (n=2) immediate stock rationing (n=2)). Wholesaler shortages do not fall under the accepted European or national definition of a true drug shortage, however, MMUH experience is that these shortages can require similar assessment and treatment as true shortages. The MMUH pharmacy department processes on managing drug shortages were reviewed and streamlined to provide a stepwise approach with individual pharmacy department member roles and responsibilities clearly defined.

Conclusion and relevance Drug shortages are a challenging part of pharmacy service delivery with a significant impact on daily operations. Greater collaboration among all stakeholders is needed in Ireland to enable pharmacy departments to appropriately assess the impact of drug shortages and make practical decisions to ensure continuity of supply for patients.

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6ER-031 DEVELOPMENT OF A PATIENT CENTRED VIDEO ON MEDICATION MANAGEMENT AND A QUALITATIVE EXPLORATION OF PATIENTS' OPINIONS TOWARDS THE VIDEO

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Background and importance Insufficient patient knowledge of medicines on discharge from hospital can increase the risk of a medication related problem, which in turn can result in an adverse drug event occurring. Adverse drug events are a prominent factor of hospital readmissions which in turn increase illness and healthcare costs. There is no global standardised process for educating patients on how to manage their medicines on discharge from hospital.

Aim and objectives The aim of this study was to describe the development of a video to educate patients on medication management on discharge from hospital. In the process of developing the video, discharged patients' opinions of the video were explored with the objective of increasing the quality and usability of the tool.

Material and methods The video was designed and developed by a project team which consisted of various hospital staff members. A selection of patients who attended the hospital cardiac rehabilitation outpatient service (CROS) were purposefully sampled to watch the video and to complete a face-to-face semi-structured interview to determine their opinions towards the video. The semi-structured interviews were audio recorded, transcribed precisely and analysed using an inductive thematic approach.

Results The video was 6 min and 29 s in duration and was designed around the theory of multimedia learning and the application of video design principles. Ten patients from the hospital CROS viewed the video and completed a semi-structured interview on their opinions towards the video. Patients ranged in age from 41 to 81 years (mean 60 years) and were predominantly men. Three major themes and several sub-themes were identified in relation to patients' opinions of the video: theme 1=patient education; theme 2=accessibility; and theme 3=enhancing patient empowerment.

Conclusion and relevance This study illustrated the development of an educational video on medication management and the potential of the video to empower patients and enhance learning. All interviewees concluded that the video should be incorporated into the hospital discharge process and suggestions on how to improve access and patient learning from the video were reviewed. The video is now live on the hospital website.

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6ER-032 PUBLIC OPINION AND PERSONAL SITUATION IN TIMES OF THE COVID-19 PANDEMIC

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