

# QI PROJECT: INTRATHECAL PAIN PUMP MEDICATION WASTAGE PREVENTION

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## Background

- Patient not showing up for IT pump refill appointment
- Cancellation of pump refill appointment when meds ready to refill.
- Order refill medication before patient confirming appointment
- Patient failed to confirm appointment
- Pharmacy needs 2-4 hours to prepare IT pump medication which delays patient care.
- Patient presents to emergency department for refill medication due to not keeping up with the clinic appointment for refill.

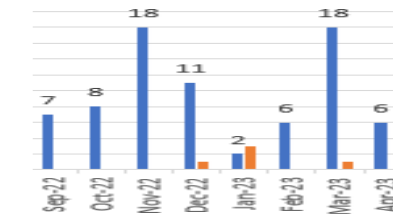
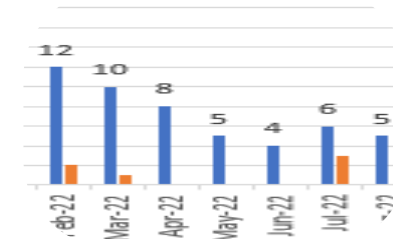
## Problem Identified

- 50 cancellations and 6 no shows (February 2022 to August 2022)
- Estimated wastage of medication is 56.
- There were 52 cancelled pump refills and 4 no show from September 2022 to February 2023.
- Pharmacy data shows one IT pump medication wastage after implementation of QI project from Sept 2022 to Feb 2023, Since we stopped ordering medications before the patient confirmation with patient.

## Steps Taken To Address IT Pump Medication Wastage Issues

1. Confirm appointment with Telephone call reminder
2. Pain pump medication will be ordered only after confirming appointment (3-4 days prior).
3. Updating IT Tracker to communicate with pharmacy.
4. Cancellation and rescheduling will be communicated with pharmacist.
5. Front desk will communicate with NP for rescheduling.
6. Communicate with patient that patient is a partner in therapy and has responsibilities to keep the appointment
7. Provided contact information for rescheduling

## Medication Wastage Before and After QI Project



## IT Pumps

### Medtronic



### Flowonix



## Outcome

Pharmacy data shows one IT pump medication wastage after implementation of QI project. Financial gain. Improved patient satisfaction. Prevent wastage of resources.

## Literature Review

Comparative Effectiveness of Appointment Recall Reminder Procedures for Follow-up Appointments  
 Peterson K, McCleery E, Anderson J, Waldrip K, Helfand M. Washington (DC): Department of Veterans Affairs (US); 2015 Jul.

Telephone reminders reduce no-shows: A quality initiative at a breast imaging center.  
 Drabkin MJ, Lobel S, Kanth N, Martynov A, Hunt HW 3rd, Guerrero D, Fogel J, Grechanik A, Mancuso CD, Lev S. Clin Imaging 2019 Mar-Apr;54:108-111. doi: 10.1016/j.clinimag.2018.12

The effectiveness of outpatient appointment reminder systems in reducing no-show rates.  
 Parikh A, Gupta K, Wilson AC, Fields K, Cosgrove NM, Kostis JB. Am J Med. 2010 Jun;123(6):542-8. doi: 10.1016/j.amjmed.2009.11.022.