

Institute for Safe Medication Practices
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www.ismp.org

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**ISMP Announces 13th Annual
Cheers Awards Recipients**

Horsham, Pa.—The Institute for Safe Medication Practices (ISMP) is proud to announce its 13th Annual Cheers Awards winners and Lifetime Achievement Award recipients. The annual awards dinner and reception will celebrate medication “all-stars,” and will be held on Tuesday evening, December 7, 2010, at Angel Stadium, Anaheim, CA. The Cheers Awards honor individuals, organizations, and companies that have set a superlative standard of excellence for others to follow in the prevention of medication errors and adverse drug events; for more information, visit www.ismp.org/Cheers. The winners of this year’s awards are:

- **Christiana Care Health System**

Wilmington, DE

Christiana Care Health System undertook a 5-year journey to improve the safe use of injectable HYDROmorphone that demonstrates the power of a grassroots effort incorporating education and technology. To promote proper dosing, standard dosage ranges based on age and prior opioid use were established, standard order sets were revised and a 3-year educational campaign was conducted that utilized peer-to-peer mentoring, dosing pocket guides, and other media. The campaign resulted in incremental improvement, but the health system did not stop there. Christiana Care Health System further enhanced their medication use processes by adding computerized prescriber order entry (CPOE), which resulted in 99% of HYDROmorphone orders for elderly patients falling within the recommended dosing range. Since CPOE implementation, no moderate or severe HYDROmorphone-related adverse events have been detected or reported.

- **Hennepin County Medical Center (HCMC)**

Minneapolis, MN

The Hennepin County Medical Center (HCMC) has implemented a medication reconciliation process for patients discharged to nursing homes that has resulted in near-perfect accuracy. After finding that 92% of patients with a cardiac-related diagnosis discharged to nursing homes had errors in the drugs prescribed at discharge, HCMC developed an electronic discharge system--but the error rate only improved to 70%. A new process was piloted in which a clinical pharmacist and nurse coordinator reviewed all discharge orders for nursing home patients and reconciled concerns directly with the discharging physician. The change resulted in a reduction to a near zero error rate, and patients had a significantly lower 30-day readmission rate compared to other discharged nursing home patients. HCMC has subsequently instituted this process for all its patients discharged to nursing homes. It also has shared details with other local hospitals and is seeking publication so it can be shared with an even wider audience.

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- **Lancaster General Health**

Lancaster, PA

Lancaster General Health is receiving a Cheers Award for successfully creating a truly multidisciplinary process to integrate smart pumps, a bar-code medication administration system, and electronic medical records (eMARs) into their medication use system. This means the bar code reads the amount and speed in which fluids are ordered to be given to the patient intravenously and automatically adjusts the pump settings to facilitate nursing care. The automated connection also sends pump information to the patient's health record and allows pharmacists to be more involved in IV administration of solutions, which has increased utilization of pump dose-verification capabilities by 47%. The combined efforts of nurses, pharmacists, and vendors have resulted in an 89% success rate with engaging the technology and reducing the risk of programming errors. Lancaster General is one of the first health systems in the country to deploy this kind of IV interoperability beyond a pilot phase.

- **North Carolina Center for Hospital Quality and Patient Safety, North Carolina Hospital Association, and North Carolina Board of Nursing**

Three organizations in North Carolina (NC)--the NC Hospital Association, NC Center for Hospital Quality and Patient Safety, and the NC Board of Nursing--have undertaken state-wide efforts to establish a Just Culture in healthcare, and also have served as a national example and resource. The Center, a non-profit organization created by the NC Hospital Association in 2004, has engaged and supported over 25 percent of the hospitals in the state in the adoption of Just Culture through its collaborative programs, and provided Just Culture education throughout the state and region. It also has worked closely with the NC Board of Nursing on incorporating a Just Culture approach to risk management, adverse event analysis, and treatment of nurses who are involved in errors. In 2008, the Board of Nursing revised its regulations to be more in compliance with the tenets of a Just Culture, and its executive leaders have presented on the success of the initiative at national meetings.

- **Pennsylvania Patient Safety Authority**

The Pennsylvania Patient Safety Authority serves as a model for state-run error reporting programs and using adverse event and near miss reports to improve patient safety. In 2004, a new mandatory state reporting program was created that requires all Pennsylvania hospitals, ambulatory surgery centers, and birthing centers to electronically communicate all adverse events and near misses to the Authority. ISMP is responsible for reviewing all medication error reports submitted--so far, more than one million events have been reported. The Authority has published more than 200 educational articles in its journal since 2004, developed safety toolkits, and made safety tips and brochures based on collected data available to patients. Six regional liaison positions have been created in the state to increase awareness of the information provided and help healthcare facilities implement changes. The Authority also conducts safety improvement collaboratives and has developed a web-based program that allows Pennsylvania patient safety officers to communicate with each other, share ideas, and access a customized library.

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- **Barbara Olson, RN**
Nashville, TN

Barbara Olson is receiving ISMP's Volunteer Award for her continuing efforts to raise awareness of the Institute's medication safety recommendations through emerging social networking technology. Barbara has helped showcase valuable information from ISMP and other sources in a way that resonates well with today's healthcare professionals, from frontline nurses to hospital administrators. A former ISMP fellow and now director of patient safety in the Clinical Services Group at HCA, she is one of only three nurses with blogs on the Medscape website (<http://blogs.medscape.com/onyourmeds>) where her posts reach an interdisciplinary audience. Barbara maintains an active patient safety presence on Twitter @SafetyNurse.

The ISMP Lifetime Achievement Award is being presented to **Mark Neuenschwander**. Considered by many to be the leading resource and authority on dispensing automation and bar code point-of-care systems, he has spent most of his career promoting their safe use. He has been a leading advocate for federal regulation requiring bar codes on all medication packaging. He also has been a prolific author on the role of technology in medication safety, writing a series of industry-acclaimed reports for reviewing and assessing automated dispensing systems as well as many articles in healthcare trade publications and chapters in two award-winning books on medication errors and one on new technology.

John Nance will deliver the keynote address for the 13th annual Cheers Awards. A decorated pilot, Nance is a pioneering and well-known advocate of using lessons learned in aviation safety to revolutionize safety in healthcare. He has drawn widespread attention to the use of human factors principles to enhance safety in his roles as an analyst for ABC World News and editor for Good Morning America, as well as through multiple appearances on national talk shows. Also a published author of both fiction and nonfiction, his book *Why Hospitals Should Fly* won the prestigious "Book of the Year Award" for 2009 from the American College of Healthcare Executives. Nance is a founding board member and executive committee member for the National Patient Safety Foundation.

The Cheers Awards are hosted by ISMP, a nonprofit organization working closely with healthcare practitioners and health systems, regulatory agencies, consumers, and professional organizations to provide education about medication errors and their prevention.

Credentialed journalists are invited to attend the awards reception and dinner. If you plan to attend, please contact Renee Brehio at 704-831-8822 or rbrehio@ismp.org no later than Friday, December 3.