

Safer care for RGH Emergency patients



“We’re no longer getting calls from the units that they’re missing their meds. And we’re not wasting time looking for meds. Now, we know when they’re here – there’s no delay in patient care.”

Kristen Wirsche
LPN
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The medications of all Regina General Emergency patients are now either given to patients prior to transfer or accompany them when they are moved to an inpatient unit. Previously, the medications of about half of all patients were either delivered to Emergency, or retrieved by staff, after the patient was relocated. This caused rework for staff and medication administration delays for patients. Changing porters’ delivery route, improving the location of the medication drop-off bin, creating a system to signal a delivery, and implementing standard work have led to these improved results.