

# NICU Discharge Medication and Supply Program

## The Opportunity

Discharge for NICU infants can often be stressful for the parents. NICU infants may be discharged on special formulas, prescription medications that require compounding, and over-the-counter (OTC) supplements.

Parents have verbalized their problems with discharge preparations:

- Formulas can be difficult to find
- OTC supplements can be difficult to locate in the correct concentration

This adds more stress to an anxiety producing process.

RN and Pharmacy staff verbalized their concerns:

- Delays in bringing in any medication, OTC or prescription, leads to delays with discharge teaching
- Because medications might not be compounded correctly by community pharmacies, and OTC items such as vitamin D might not be the correct concentration, oversight is key to safe discharge

Using the discharge medication program successfully deployed on the adult floors as a model, the NICU set out to work with Walgreens to tailor a program that would meet the needs of NICU families.

## The Program Goal

**Establish an in-unit discharge medication and supply program that would meet the unique discharge needs of NICU infants and families.**

## The Team

- Gregory Dumas RPh
- Karen Poliskey PharmD
- Susan Young RNC, MS

## The Work

Can OTC supplements such as multivitamins, iron, and vitamin D be supplied with the appropriate concentrations? ✓ Yes

Could specialty formulas be obtained? ✓ Yes

Are compounded medications available? ✓ Yes

- ❖ Design an order sheet specific to the NICU orders
- ❖ Develop a process for phone contact with families who may not be present when Walgreens is on unit
- ❖ Establish NICU med and supply fulfillment routine which often requires delivery days prior to discharge for teaching
- ❖ Add an informational flyer to the Discharge Packet so families would be aware of the program
- ❖ Evaluation of program after one month to assess the process
  - Order form was redesigned
  - On-unit form storage was revamped with input from Walgreens and NICU staff

## The Results

The program was introduced on September 24, 2013.

Since that date 26 families have participated.

Order Type	Number	Breakdown
Formula	8	Enficare, Enfamil
OTC	42	Iron, Vitamin D, Multivitamins, Acetaminophen
Prescriptions	3	AquADEKs, Furosemide, Potassium Chloride
Other	2	Vaseline, Glucometer

There were only 3 prescription medications obtained through Walgreens. In general, NICU infants aren't discharged with many prescription medications.

The majority of the items obtained from the Walgreens program were OTC supplies, which parents had stated they had difficulty obtaining.

Parents were queried during post discharge follow-up phone calls about their knowledge of the availability of the program and whether they found it helpful if they did use it.

Parents questioned during follow-up phone calls: 41

- 22 parents **did not use** the Discharge Program
  - 13 of these families didn't know about the program

Of the remainder, several families didn't require medications or formula, or discharge occurred on the weekend

- 19 parents **used the program**

18 families commented that the program was 'helpful', 'quick and easy', 'fast and efficient', 'great'; and 'saved us time'.

## Lessons Learned

- ✓ Families were not always aware of the program
- ✓ The program added additional work for the bedside RN
- ✓ Preplanning is important for compounded meds, and weekends and holidays when the program is not open
- ✓ OTC supplies were the most frequently purchased items, not meds

## Next Steps

- The program was modified to use for newborns on the Mother / Baby Units
- Post information about the Discharge Medication and Supply program on the NICU information slide screen to increase awareness
- Schedule follow-up meeting for March 2014 to discuss issues
- Complete a review of our most common discharge medications and send Walgreens an updated list with NDC numbers