

Using technology within the prescription and medication process

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Answer 1

Using technology within the prescription and medication process went drastically wrong as the errors, instead of reducing, increased at alarming rate. The technology was seen as important mechanism to reduce mistakes and errors in prescription vis-à-vis drugs with similar name, synergistic effects of multiple drugs and patient allergies etc. which are put under 'adverse drug event'. When the process was computerized and prescription for medicine and treatment was entered into computer, prior to the delivery of drugs, the complexities in retrieving the prescription of the precise patient turned to be a difficult process. The CPOE system used by hospital administrator made errors in the dosage prescribed and prescribed dosage as per the availability in the warehousing rather than as prescribed by the physicians. Moreover, the various screens, small font and similarity in names also led to errors in matching prescription to the correct patient.

Answer 2

Several scholars believe that structural-functional paradigms and organizational development processes are critical determinants of change (Jackson, 2003; Shafritz and Ott, 1991; Pfeffer, 1981). The structural-functional paradigm promotes the view that functional efficiency and structural modification increase the productivity. Thus innovation and new processes are identified to enhance organizational performance. Theory of organizational development is hugely pertinent as highlights organization's willingness to change in order to improve productivity. It not only creates facilitating environment of constant learning but also introduces new technology to increase efficiency and productivity.

The flexibility in approach is vital ingredient within the organizational changes that requires constant involvement of the management and workforce to implement the changes successfully. Effective communication becomes important factor to empower workers with relevant information so that they are better equipped to accept change and exploit it for higher productivity. The theories become important because structural and functional changes are accompanied by dissemination of information and training on new processes. It helps the workforce to understand change and become proficient in using new technology to meet fresh challenges. These theories of change management identify, evaluate and implement the changes through empowerment of the people and therefore would help administrators at Springfield Hospital to solve the problem of medication error.

Answer 3

I believe that effective communication and creating a facilitating environment of higher learning are key ingredients that help to empower workers and motivate them for improved performance. Moreover, feedback becomes hugely crucial factor that helps to identify the weaknesses of the system which be addressed timely to improve efficient delivery of organizational goals and objectives. Technology significantly impacts the efficiency and productivity within the organization. But it should be accompanied by comprehensive training in the new processes. Moreover, aligning different processes with new system becomes highly pertinent issue as it can create unforeseen problems as it had happened at Springfield Hospital. The warehousing, inventory and purchase system was not aligned

with the needs and requirements of the medication and prescription dosages that led to errors which had harmed large numbers of patients as well as resulting in huge financial loss to the hospital.

The IT network of the hospital therefore needs to be corrected for anomalies. Moreover, the database must use unique codes for patients and display their name and other details while data are being entered or retrieved at any point of time. This would delineate the problem of prescription matching to the incorrect patient and patient with similar name.

(words: 557)

Reference

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Shafritz, J. M. and Ott, J. S. (1991) *Classics of Organization Theory*, (3rd edition), Pacific Grove, CA: Brookes/Cole.