

Access

No duplication or delay

OPPORTUNITIES

- Electronic order sets and dispensing guidelines
- Standardized palliative symptom management kit



"We need to pay for the equipment. This is not the case in other places, which doesn't make sense."

"If patients and families are responsible for purchasing equipment and supplies they need to know where to get them. It would be helpful to have a list of recommended supplies."

"It was stressful getting everything there and setting up the home. We hadn't anticipated how quickly things might decline."



GAPS

- **ORDERING** delays, duplication and excess
- **FUNDING** limitations and cost constraints
- Inconsistent **PRACTICES** and **PROTOCOLS** by pharmacies and across geographies

Manage

Organize and maintain inventory

OPPORTUNITIES

- Institute for Safe Medication Practices' (ISMP) focus on preventing medication errors



"There was an overabundance of supplies. The deliveries were constant. Every time the door was opened it was another delivery. It was so wasteful. And none of it went back."

"Required supply order was written out by hand by 6 different people and every 6th order contained errors. No one was accountable."

"I did not know what to have, where to get it or when. Or even who was responsible for the purchases or from where."



GAPS

- **INVENTORIES** are not routinely kept in the home
- No organizing **PROTOCOLS** and systems
- Not clear who is **RESPONSIBLE** for managing inventory



Disposal

Systems for easy return

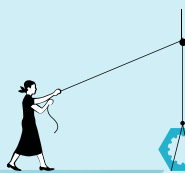
OPPORTUNITIES

- Health Products Stewardship Association's "Medications Return Programs"



"When items were suggested by the physiotherapist, they came quickly. They weren't removed as quickly after my husband died and I did have to make a few requests for removal."

"After my husband's death, no one seemed the least bit interested in the fact that I still had some very dangerous prescription medications in my home. I still had large doses of morphine and midazolam and one other similar drug in my home, over several months."



GAPS

- Lack of processes for **SAFE DISPOSAL** and diversion of opioids
- Not clear who is **RESPONSIBLE** for disposal
- No guidelines on how to **RETURN** or **RECYCLE** equipment and supplies

MANAGEMENT OF SUPPLIES, EQUIPMENT AND MEDICATION

Providing palliative care in a home requires managing medications, supplies and equipment.

This Experience Map is a visual representation of opportunities and gaps shared by subject matters experts, patients and caregivers on operational processes to ensure safe access, storage, management and disposal of medications, equipment and supplies. Experiences were identified through a stakeholder workshop, telephone interviews and online surveys of caregivers and patients. Input was validated through two rounds of E-Delphi surveys with a panel of experts.



Building Operational Excellence
Home-Based Palliative Care