



# Individual Patient Approval Management System (IPAMS)

**Storm**

**Samantha Hilmi – [samantha.hilmi@health.wa.gov.au](mailto:samantha.hilmi@health.wa.gov.au)**

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# Key problem – Complex system for IPAs

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## Background:

- Medications not listed on the hospital formulary or being used outside approved restrictions require approval from the Drug and Therapeutics Committee via an Individual Patient Approval (IPA)
- IPAs give prescribers access to non-formulary or restricted medications for their patients on a case-by-case basis

## Problem:

- Requests are made via multiple pathways (paper / phone), may involve input from a number of parties
  - information is difficult to collate and manage
- Recording and tracking is resource intensive, gaps in the system
  - DTC requests for outcome measures related to approval are often lost to follow up due to limited resources
  - 2012 - average number of IPAs = 35 per month (range 14 – 97)
- Status of an IPA approval is not readily accessible by staff
  - can lead to confusion and delays in treatment

# Aim of this innovation

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- Develop a database management system (IPAMS) that addresses all the issues identified with paper-based system
  - enhanced electronic version of the existing paper-based system
  - requesting and approval of IPAs, viewing, sharing and querying data performed in a much more efficient manner at a single point of entry
  - improved reporting and follow-up on outcomes
- A multi-site application allowing any number of hospitals to use it and share data between sites
  - improved transparency on access to non-formulary drugs
  - opportunity for integration with process of State-wide formulary via WATAG

# Strategies for successful implementation

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- The development process has involved extensive consultations with co-directors, doctors, pharmacists and DTC members during the planning, designing and programming phases
  - from multiple hospitals
- Stakeholder buy-in achieved at all levels (Executive to RMOs)
- Demonstration with feedback at each stage of completion
  - focussing on benefits with electronic system vs paper-based
- Extensive testing demonstrating successful performance of software
- Education, video, individual and group tutorials by 1<sup>st</sup> of July 2016

# Outcomes so far

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- IPAMS is a unique software system, and the first of its kind to be used in any WA hospital for the management of IPAs
  - release date – 1<sup>st</sup> July 2016
- More secure system compared to the paper-based IPA system and it will allow only authorised staff to login and request IPAs as well as view/share data
  - each user will have specific permissions for various tasks in IPAMS
- It will keep everything related to IPAs in one database
  - all IPA requests (current and historical), approvals, uploaded documents, messaging (Blog style), outcome reports, viewing data from other sites that use IPAMS, and a statistical reporting section (for future implementation)
- Saves time in managing IPAs (from requesting to approving)
  - especially pharmacy

# Lessons learnt

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- Paper-based systems are outdated and should be replaced with electronic systems
- Advantage to have own departmental software development knowledge and expertise
  - will have better knowledge of business requirements
  - better able to liaise with external IT staff
- Extensive consultation with all stake-holders to ensure successful implementation
- Executive support through appropriate promotion
- Seek out medical champions to progress development and testing
  - Chair of DTC
  - Medical administration / Service Co-Directors
- Set an achievable release date!

