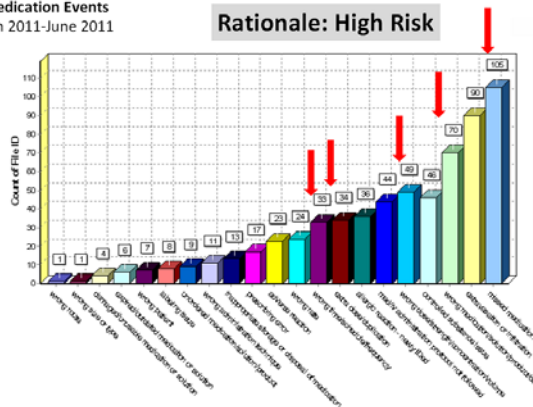


Impact of an eMAR with BCMA on the PSRS reports

The Problem

A significant number of medication events in the Patient Safety Reporting System (PSRS) had themes of breakdowns in non-standard manual processes regarding medication administration and documentation; posting MAR labels, proper scheduling, recognition of due times, omission/co-mission and the wrong medication being administered.

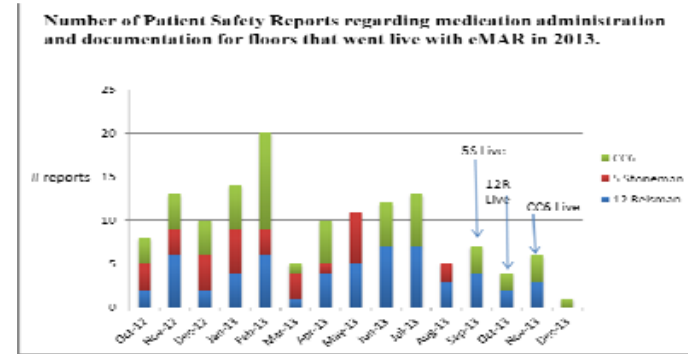
Medication Events
Jan 2011-June 2011



Medication events in 2011, categories with red arrows represent manual processes that should be improved by eMAR.

The Results/Progress to Date

For each floor that has gone live such floor

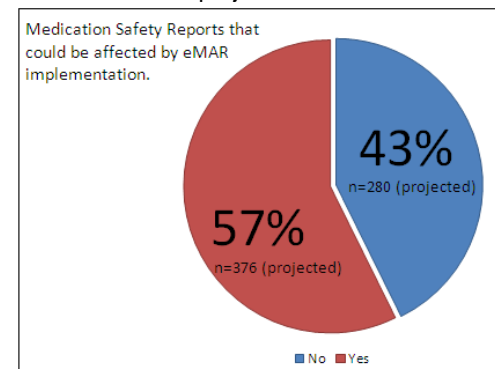


Lessons Learned

- The PSRS does have self reporting bias, so not all medication errors of this nature will be captured.
- The majority of PSRS reports after go-live were on patients coming from PACU.
- Published reports describe errors of a different nature that automation can cause.

Next Steps/What Should Happen Next

- Continue rollout of eMAR to the remainder of the inpatient units in FY14 and FY15.
- Deploy eMAR to PACU's in FY14.
- Monitor Live floors for PSRS caused by eMAR.
- Full rollout annual projection:



Aim/Goal

To decrease these manual errors by further standardizing the medication administration and documentation process.

The Team

Kevin Afonso, IS
Mary Biagiotti, IS
Tricia Bourie, RN
David Grosso, Project Manager
John Hrenko, RPh
eMAR Testing Team

Rachel Hutchinson, RN
Jean Hurley, IS
Rachel Hutchinson, RN
David Mangan, RPh
Samantha Ruokis, BTO
Cindy Phelan, RN

The Interventions

Develop an electronic Medication Administration Record (eMAR) together with Barcode Verification at Medication Administration (BCMA), informed by the ideal nursing/patient interaction and the 5 Rights of medication administration.

- Have the scheduling function be driven by the physician order and BIDMC policies and procedures.
- Allow flexibility for rescheduling due times of meds
- Clearly display due time
- Require barcode verification of each medication package before it can be administered.

For more information, contact:

David Mangan, PharmD, RPh. Manager of Operations-Pharmacy
dmangan@bidmc.harvard.edu