eMAR Implementation

The Problem

How do we maintain patient safety, and support staff while we transition an inpatient unit from a paper based MAR to our new eMAR (electronic medication administration record) ?

Aim/Goal

To transfer the orders on all inpatients on a given unit over to the eMAR in the most efficient and safe manner. To ensure that staff, patients and families are informed and prepared to accept this new process.
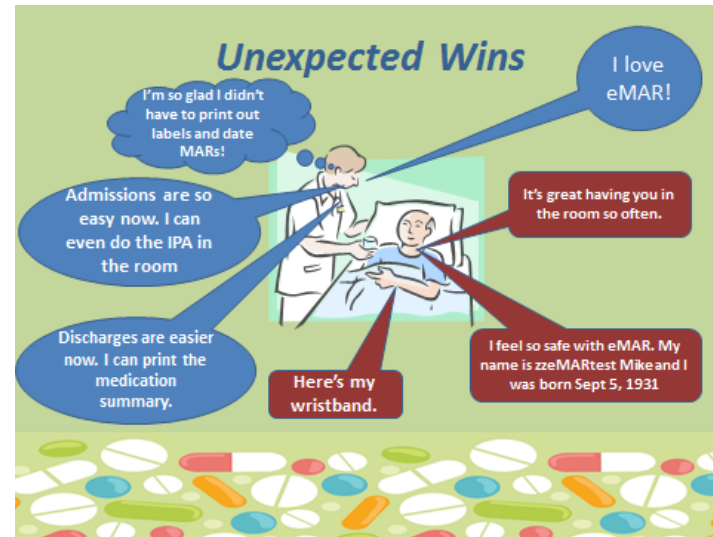
The Team

5 Stoneman Staff & The eTesting team

The Interventions

- Education of staff before planned go-live date
    - Basics class
    - Reference Manual on unit
    - Educational material on hand
- Communication to all involved departments
    - Letters to patients
    - On unit signage
    - Emails to staff & Physicians
- Planned approach of how to implement
    - Planned by RN, then one patient at a time
- Support plan in place
    - eTesting team in place
- Structure in place for communication and feedback
    - Help Desk Model

The Results/Progress to Date

Successful implementation on 5 Stoneman, CC6, & 12Reisman

Unexpected Wins

- I'm so glad I didn't have to print out labels and date MARs!
- I love eMAR!
- Admissions are so easy now. I can even do the IPA in the room
- It's great having you in the room so often.
- Discharges are easier now. I can print the medication summary.
- Here's my wristband.
- I feel so safe with eMAR. My name is zzeMARtest Mike and I was born Sept 5, 1931

Lessons Learned

- Clinical staff adapt more easily to changes when they are well prepared and they understand the process.

- Having front line staff involved in our planning, development and support assisted in early adaptation.

Next Steps/What Should Happen Next

- Continued implementation to PACU, ED and all inpatient units.
- Continued assessment of go live process to ensure it is meeting the needs of each area
- Development of enhancements to improve workflow for front line staff such as: compatibilities, ability to set alerts, and improved tools to provide patient education.
- Developing competency assessment tool to ensure continued best practices

Beth Israel Deaconess Medical Center | HARVARD MEDICAL SCHOOL TEACHING HOSPITAL | THE SILVERMAN INSTITUTE For Health Care Quality and Safety

For more information, contact:
Rachel Hutchinson RN, MHA, Nurse Manager 5Stoneman
rhutchi1 @bidmc.harvard.edu