



MANCHESTER MANOR

*Health Care Center*

Contributor:

**Cara Urban**

*Director of Nursing Services*



The LeadingAge Center for Aging Services Technologies (CAST) is focused on accelerating the development, evaluation and adoption of emerging technologies that will transform the aging experience. As an international coalition of more than 400 technology companies, aging-services organizations, businesses, research universities and government representatives, CAST works under the auspices of LeadingAge, an association of 6,000 not-for-profit organizations dedicated to expanding the world of possibilities for aging.

**For more information contact:**

Zohra Sirat, Project Manager, CAST  
zsirat@LeadingAge.org  
(202) 508-9438  
LeadingAge.org/CAST

## PointClickCare®

### Reducing Medication Errors and Improving Efficiencies through an Integrated Medication Management (IMM) Solution

#### *Categories*

ePrescribing/Medication Ordering

Medication Management Clinical Decision Support Systems

Medication Therapy Management/Medication Reconciliation

Medication Dispensing

Medication Administration

Interoperability and Health Information Exchange with Other Care Providers either Directly or through a Health Information Exchange (HIE)

Analytic Tools (e.g., Medication Error Reporting, and Quality Reports)

#### *Organization Name*

Manchester Manor Healthcare Center

#### *Organization Type*

Skilled Nursing Facilities, Assisted Living, Rehabilitation Facilities, Dementia Care, Adult Day Care

#### *Organization Description*

Independently owned and operated, Manchester Manor Healthcare is nationally recognized for their first-rate reputation of delivering outstanding post-hospital rehabilitation and long-term nursing care. Operating in Manchester, Connecticut, Manchester Manor is part of the CCRC of Arbors of Hop Brook with 114 Independent Living units and 126-bed healthcare center dedicating 35% of these beds to Post-Acute Care.

#### *Project Description*

At Manchester Manor Healthcare Center, there is always a focus on the highest standard of care to ensure resident safety and satisfaction and delivering the best possible outcomes. Manchester Manor was committed to reducing the risk of medication errors and improving the efficiency of their medication process, they decided to implement PointClickCare's Integrated Medication Management (IMM) solution.

## Implementation Approach

### Stage 1 – Planning:

During the planning stage, Manchester Manor set up a project management process and worked with PointClickCare to determine the needs, costs, and desired outcomes of the project and outlined an action plan. The team identified internal super users and created a training program to be rolled out to their staff.

### Stage 2 – Training:

Because Manchester Manor was implementing a solution that was changing the workflows of their employees, the training stage was crucial to the success of this project. To ensure that they could roll out the training simultaneously across all their units, Manchester Manor created a team of super users each responsible for their own unit. Each trainer went through a remote training program with PointClickCare to ensure they became experts before rolling out the training to the next phase.

Once the super users had been properly trained, each unit was broken into smaller groups to help provide a more intimate training environment. The groups then went through a training webinar followed by hands on application in a test environment using the actual software. This approach allowed Manchester to identify any users who were less comfortable using the software. These users were then brought into one-on-one sessions that were focused on increasing their comfort and readiness for the go-live date.

### Stage 3 – Go-Live:

During the last phase of their implementation, Manchester Manor rolled out the Integrated Medication Management solution, including pharmacy integration across all their units. The super users were deployed as resources and support staff to help ensure a smooth transition.

Having their implementation go-live start immediately after the training program helped to ensure a smooth transition and allowed Manchester Manor to roll out their electronic medication management system in a three-week period without many complications.

## Outcomes

Immediately after implementing PointClickCare's Integrated Medication Management solution, Manchester Manor experienced positive results. The

most impactful outcomes came in the form of reduced medication errors and time-savings across their entire medication management cycle.

The electronic tracking system immediately eliminated instances of errors due to illegible hand-written notes. Before IMM, having little visibility in the success of medication rounds and the variability of documentation left Manchester Manor vulnerable to liabilities. After implementing IMM, the electronic system has ensured consistent and accurate documentation, leading to a safe and healthy resident experience while also ensuring compliance in the face of growing regulatory pressures.

Manchester Manor also saw considerable outcomes in efficiencies and time savings. Before implementation, it was common practice to hire an extra nurse at the end of every month for an 8 – 16 hour shift to handle medication audits. With IMM, Manchester Manor has been able to eliminate this need, saving over 190 hours of extra staffing a year. They have also seen considerable savings, and increased accuracy in the transcription of orders with the ability to select from a pre-populated list versus hand-writing an order that would take more time and leave more room for errors.

Today, Manchester Manor is able to work smarter and more efficiently on their medication management. The simplicities and efficiencies of the electronic systems help to provide accuracy and consistency, allowing the nurses to focus on continuing to deliver a high standard of care.

## Challenges and Pitfalls to Avoid

When implementing a system that changes a major way or working for a facility, the importance of change management can't be overlooked. For Manchester Manor, one of the major challenges was the need for internal buy-in across the entire organization. When it came to the changes in workflows and processes, there was the fear and apprehension that is common when dealing with change.

A clear and open communication strategy, and a commitment to training and creating internal stakeholders to the project played a big role in easing these fears. Recognizing that this implementation was going to be a significant cultural and workflow change, Manchester Manor ensured that they adequately prepared and communicated the plan to their nurses throughout the entire process. Having dedicated in-person training sessions on the software prior to

implantation helped not only to have the nurses gain more confidence and become more comfortable, but it also allowed them to identify those nurses who needed more guidance and a one-on-one approach to training.

One of the other challenges and pitfalls is allowing too much time between training and implementation, which can render your training program less effective. Manchester Manor learned quickly the importance of allowing enough time to plan for training and to work on the implementation schedule along with the training schedule. Using super users and remote training capabilities allowed Manchester Manor to roll-out their training program across all their units in a short window to help increase the retention of information. This allowed Manchester to train and implement their program without any major obstacles, leading to a smooth transition.

Setting expectations. Change management is difficult so getting the buy in in advance is going to help. Take the time to plan, making sure that you communicate with your staff well in advance will allow you to plan for the change.

Allowing more time up-front of the training to ensure that you have time to train and re-train. After the initial training is done and going live, it is a best practice to do some follow-up training after your go live. Using the system brings up questions that might not have come up in the initial training.

### *Lessons Learned/Advice to Share with Others*

One piece of advice that Manchester Manor would share with other facilities considering a Medication Management solution, is to focus on training. Planning for adequate training before implementation and follow-up training after implementation will help ensure a smooth transition. In addition to training, pick a provider that will be a partner throughout the process.

Implementing IMM has allowed Manchester Manor to achieve better outcomes on their medication management, and improve the satisfaction and level of care they are offering their residents. A large implementation like this is always going to put a strain on the time and resources of your facility, but having a plan and sticking to it will help on those days where it seems overwhelming.