



REGINA HEALTH CENTER

A Ministry of the Sisters of Charity Health System

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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.

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PointClickCare®

Improving Accuracy and Timeliness of Medication Management and Documentation Through an eMAR Implementation

Category

Electronic Medication Administration (eMAR) Implementation

Organization Name

Regina Health Center

Organization Type

Skilled Nursing and Assisted Living facility

Organization Description

Regina Health Center is a Medicare/Medicaid certified nursing facility located in Richfield, Ohio with 101-licensed nursing beds, a special dementia care unit, 54 assisted living units, respite care services, and short-term inpatient and outpatient rehabilitation.

Project Description

At Regina Health Center, there is always a focus on a superior quality of care to continuously ensure a healthy and safe resident experience at all times. In order to ensure Regina Health Center could continue to offer the highest quality of care, while continuing to meet growing regulatory and risk-management pressures, they decided to implement PointClickCare's Electronic Medication Administration (eMAR) solution for their Skilled Nursing and Assisted Living facilities.

Implementation Approach

The implementation approach for this initiative was divided into three stages.

Stage 1 – Planning

During the planning phase in March, 2016, Regina Health Center identified their internal key stakeholders of nurses and IT to determine the needs, costs, and desired outcomes and developed an action plan.

Stage 2 – Developing Templates

Regina Health Center identified a willing, and qualified nurse who was comfortable with PointClickCare and enthusiastic about the project and its outcomes. Natalie Truelson was chosen as a ‘Super User’ and worked on creating over 90 templates throughout April and May that were relevant to their facility and would help other nurses quickly adopt the new process.

Having templates made the implementation and adoption of PointClickCare’s eMAR with nurses a much smoother transition away from paper. Templates were created with pre-populated fields of stocked medications and facility standards for dosage and frequency, taking advantage of the flexibility of PointClickCare’s offering, to make the transition easy for nurses who were less comfortable with technology.

Stage 3 – Internal Training

Leading up to implementation, Regina Health Center held internal training sessions with all their nurses focused on how to use the new templates to enter orders and to do their medication passes. The training helped to identify nurses who were a little more hesitant about technology, allowing them to schedule more in-depth one-on-one training to make them feel more comfortable.

Having all the nurses trained before the eMAR go live date helped with overall comfort and readiness, allowing the team to become familiar and confident in a training environment. Additionally, the flexibility of creating specific templates helped with pre-populating fields that the nurses were already comfortable with.

Outcomes

Immediately after the go live with eMAR, Regina Health Center saw positive outcomes as a result of adopting PointClickCare eMAR. The most impactful outcomes for the team were evident in the improved quality of documentation and tracking of medications when speaking with physicians, including greater accuracy and more timely documentation.

Prior to implementing PointClickCare eMAR, it was difficult to accurately track if medications were administered in the right dosages and at the right time. A paper-based system left too much room for error, with little visibility into the success of medication rounds, and the variability in documentation presented a liability issue for Regina Health Center. In some cases,

medications were being passed early to accommodate for timing, and late medications caused a lot of inconsistencies in documentation. Since implementing PointClickCare eMAR, Regina Health Center has not been late on any medication passes, and the greater visibility and documentation of the passes has led not only to residents noticing and commenting on the improvement, but when a physician calls about a patient, or is sent to the hospital, medication history and documentation is easily accessible, complete, and accurate.

Today, Regina Health Center is able to work smarter and more efficiently when it comes to medication management. There is an increased confidence in the nurses, which is attributed to PointClickCare eMAR because nursing staff recognize how this medication management tool is helping ensure that they are passing medications effectively. As a result, there is a decreased risk to the facility and an increased satisfaction and level of care for the residents.

Challenges and Pitfalls to Avoid

When implementing a system that significantly changes a certain workflow in a facility, like medication passes and documentation, it is expected that you’ll encounter a few challenges along the way. For Regina Health Center, one of the major challenges they experienced was internal buy-in, especially from their front-line staff. When it came to their nurses specifically, there was a lot of fear and apprehension about moving to an electronic system, specifically when paper processes were all they knew. They were worried that they wouldn’t be able to adapt to the electronic system quickly enough and that it would end up being more work for them.

A commitment to staff training, as well as identifying internal stakeholders and project champions, played a big role in easing these fears. Recognizing that this implementation was going to be a significant cultural and workflow change, Regina Health Center ensured that they were implementing a system that was tailored to their organization and the different comfort levels of their nurses. Having dedicated in-person training sessions on the software prior to implementation helped to not only have the nurses gain more confidence and become more comfortable, but also allowed Regina Health Center to identify the nurses who needed more guidance and a one-on-one training.

Another challenge was time management and resource commitment. In the long-term care environment, things

move quickly and providing care is the first priority at all times. For Regina Health Center, having a schedule in place and timelines for the implementation process really helped their team with tackling time management issues. Dedicating a resource to creating templates that were customized to their organization's needs went a long way in decreasing the time of adoption amongst nurses, which ultimately increased the overall success of the project as well. By having the templates created, Regina Health Center was able to train their nurses in a way that made sense for them, and enabled them to adopt the system quickly without any major obstacles.

Lessons Learned/Advice to Share with Others

Implementing PointClickCare's eMAR has allowed Regina Health Center to achieve better outcomes on their medication management and improve the satisfaction and level of care they are offering their residents. A large implementation project like this one is always going to cause fear and uncertainty amongst staff, but having a plan with appropriate resources, as well as sticking to the plan, will help on the days when the project may seem overwhelming.

Working with implementation specialists at PointClickCare and with internal staff, Regina Health Center was able to remain flexible while being confident that their eMAR investment would lead to greater results, better documentation, and ultimately better care provided across the entire organization.