



Paperless Medication Administration:

Benefits and Lessons Learned



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- ✦ This informational presentation was developed by independent experts. The information provided in this presentation is not the official position or recommendation of NCCHC but rather expert opinion. This information is not intended to be appropriate for every clinical situation nor does it replace clinical judgment.
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Learning Objectives

1. Outline the planning and organization necessary to implement an Electronic Medication Administration Record (eMAR) at a large county jail system
2. Describe safety and documentation measures needed in case of a system or network outage
3. Identify what monitoring after implementation is necessary and how often

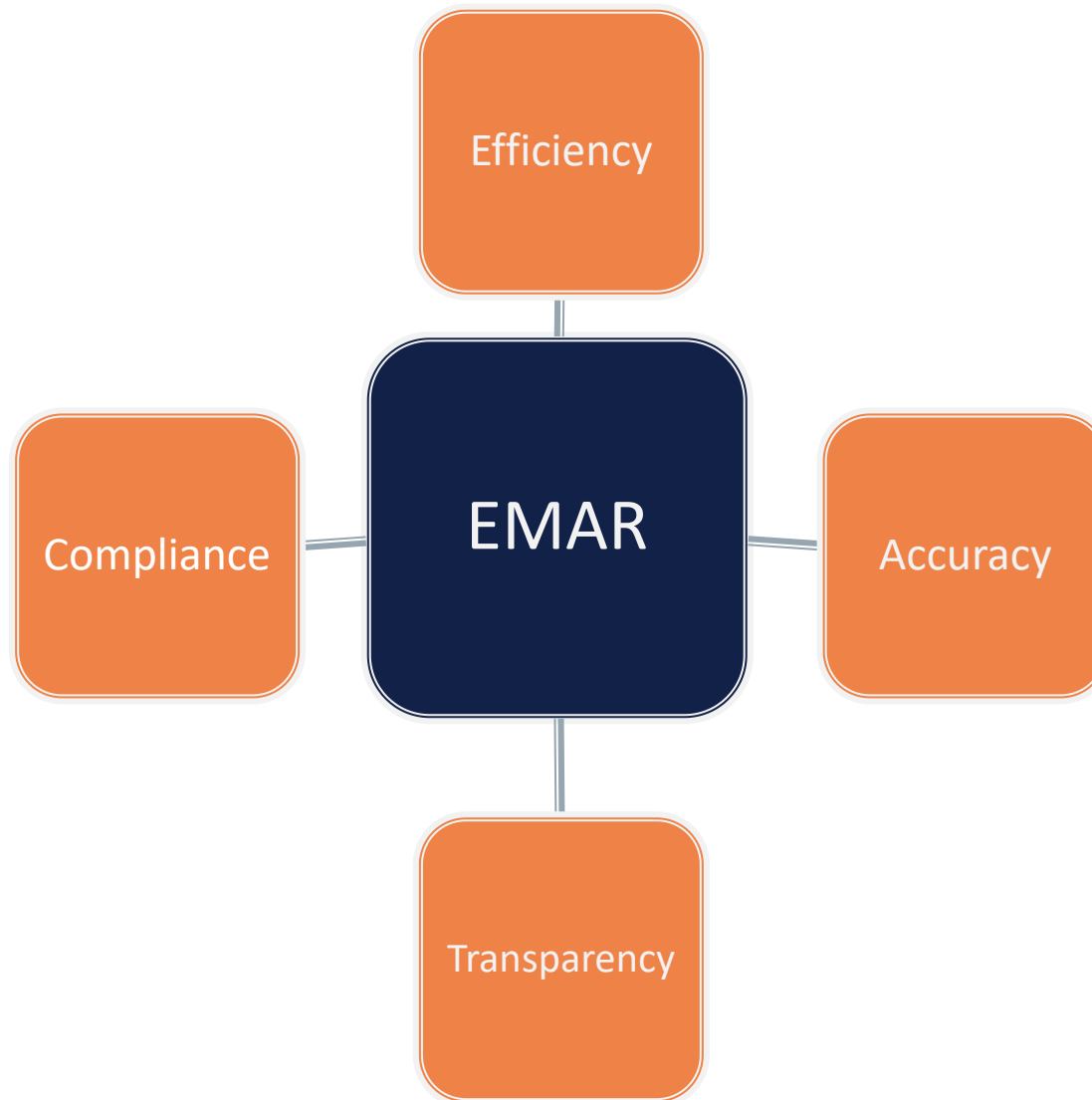
Philadelphia Department of Prisons (PDP)

- **PDP Overview**
- **Our Patients**
- **EHR at PDP**



Illness Opportunity	
<i>Seriously Mentally Ill</i>	16%
<i>Behavioral Health Caseload</i>	37%
<i>HIV</i>	2.5%
<i>Hep C</i>	8.6%
<i>Chronic Care</i>	40%
<i>MAT</i>	8%
Service Volumes (2021)	
<i>Average Daily Population</i>	4678
<i>Admissions Annually</i>	12,906
<i>Prescriptions (Medical)</i>	128,106
<i>Prescriptions (Behavioral Health)</i>	43,500

EMAR at PDP - Background

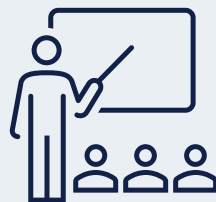


Implementation

Planning



Training



Pilot



Expansion



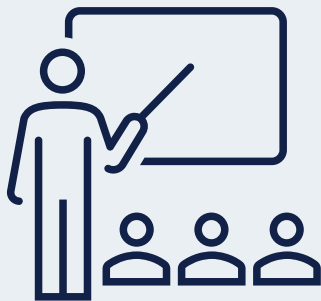
Planning









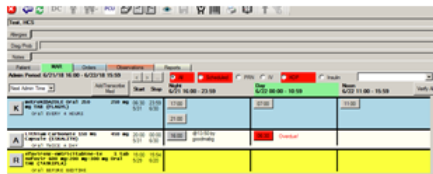
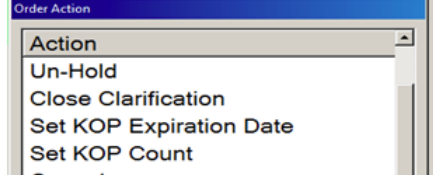
- Project Planning
- Chart Prep
- Info Mapping
- Product Testing
- Get Excited!

Implementation (cont.)

Training



User – Documenting Keep on Person

Steps	
1. Go to desktop.corizonhealth.com or click on the HCS eMAR 	 https://desktop.corizonhealth.com 
2. Log in with your  credentials	 WELCOME Please log on to continue. User name: <input type="text"/> Password: <input type="password"/> LOG ON
3. Click on HCS eMAR – Philadelphia	 HCS eMAR - Philadelphia
4. Enter the desired patient identifier	Inmate ID Identifier
5. Click the Order Status button for the order you want to document as 'Keep on Person' (KOP)	
6. Select 'Set KOP Expiration Date' within the Order Action window	

Implementation (*cont.*)

Pilot



- Super Users
- User Feedback
- Onsite Support
- Double Documentation
- Daily Debriefs



Implementation (*cont.*)

Expansion



- Increased Coordination
- Staggered Roll Out
- (More) Mapping



Electronic Treatment Administration Record (eTAR)

- Custom Ordering (*Accucheck, Blood Pressure, Wound Care*)
- Uploading of Forms
- More Training!
- Visibility and Reporting

Test, Tanisha

Allergies *fish (anaphylaxis), Penicillin G Benzathine (hives)*

Diag/Prob *Diabetes mellitus without mention of complication, type II or unspecified type, not stated as uncont /*

Notes

Patient **MAR** Assessment Orders Observations Reports

Admin Period: 3/16/22 00:00 - 3/16/22 23:59

☐ All ☐ Scheduled ☐ PRN ☒ TO ☐ KOP ☐ Insulin

Start Stop Day 3/16 00:00 - 10:59 Noon 3/16 11:00 - 15:59 Night 3/16 16:00 - 23:59

A	Blood Pressure Check Variable TRT THREE TIMES DAILY (365 Days)	17:00 23:59 3/16 3/15			17:00 21:00
A	Wound Care - Cleanse and treat Variable Treatment 1 ea 1 ea TRT DAILY (365 Days) Clean wound and cover with gauze	09:00 23:59 3/17 3/16			
A	Wound Care Flow Sheet - Weekly Evaluation Variable Treatment 1 ea 1 ea TRT EVERY WEDNESDAY (365 Days)	09:00 23:59 3/23 3/22			

Monitoring

- User Compliance Reporting
- Status Boards
- Take Field



None Nursing Status Board Other Administrations Physician Status Board Timi Status Board

Filter

☒ All ☐ HIV Meds Unverified ☐ Lantus Orders

☐ Active Treatment Order ☐ Semglee Orders

☐ Anticoagulant Orders

Monitoring (cont.)

HCS Audit	Description	Q1	Q2	Q3	Q4
KOP signatures	Signatures are obtained for medications given		X		X
Signatures for Refusals	Signatures are obtained for medications refused		X		X
Treatment documentation	All treatments are documented in the eMAR	X		X	
"Not documented" (Blanks)	Documentation on all medications regardless of completion status	X		X	
Red Flags scheduled in eCW	Appointments are scheduled in eCW for all Red Flagged inmates		X		X
Medications on "Hold"	Duplicates are corrected instead of put on HOLD		X		X
Duplicate orders	Duplicates are removed from the eMAR	X		X	
Documentation (GHR specific)	Status issues, incomplete documentation, # needing to be unlocked at once		X		X
Status legend					
Complete - C					
In Progress - IP					
Scheduled - S					
Planned - X					

Downtime Preparedness

- **Types of outages**
- **Equipment**
- **Materials**



- Customization
- Reporting
- User Engagement



Lessons Learned *(cont.)*

➤ Customization

- Filters
- Color Coding
- (More) Status Boards



None	Nursing Status Board	Other Administrations	Physician Status Board	Timi Status Board
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Filter

<input checked="" type="radio"/> All	<input type="radio"/> HIV Meds Unverified	<input type="radio"/> PRN Order - Oral	<input type="radio"/> Active Wound Care Orders	<input type="radio"/> Lantus Orders
<input type="radio"/> Patient Has Admins Due	<input type="radio"/> KOPs Due in 5 Days	<input type="radio"/> BP Checks Due Today	<input type="radio"/> Semglee Orders	
<input type="radio"/> PRN Order - Active	<input type="radio"/> Active Orders on HOLD	<input type="radio"/> Accu-Cheks Due Today		

Lessons Learned (cont.)

➤ Reporting

- Identify Needs
- Test Capabilities
- Who Customizes?
- Establish SLAs



<u>Order</u>		<u>Start/Stop</u>	<u>CFCF-A2POD A2POD2,08,1</u> <u>Completed Admins</u>	<u>Prescriber</u>
Glatiramer Acetate 20 MG/ML Solution Prefilled Syringe 1 vial	2/7/22 9:00 3/4/22 13:13	Missed 3 03/02 09:00 NotAdministered, Drug not available 03/03 09:00 NotDocumented 03/04 09:00 NotDocumented		
Glatiramer Acetate 20 MG/ML Solution Prefilled Syringe 1 vial	3/8/22 9:00 5/7/22 23:59	Missed 4 03/08 09:00 NotDocumented 03/09 09:00 NotAdministered, Drug not available 03/10 09:00 NotAdministered, Drug not available 03/11 09:00 NotAdministered, Drug not available		
			Total Completed: 7	

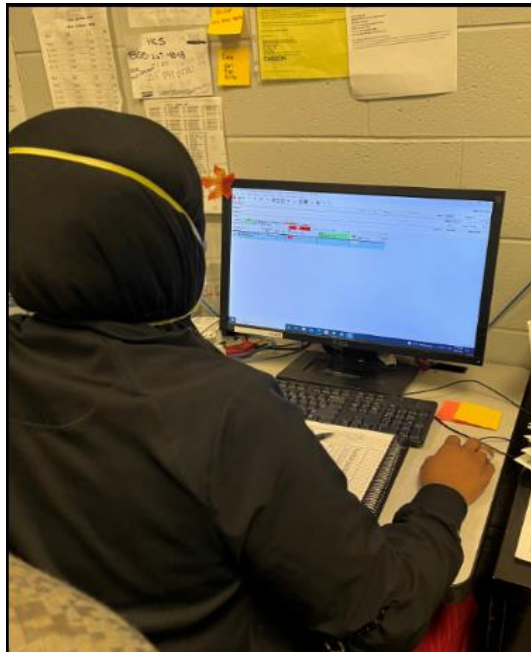
Lessons Learned *(cont.)*

➤ User Engagement

- Education
- Focus Groups
- Site Champions
- Get Buy-in!

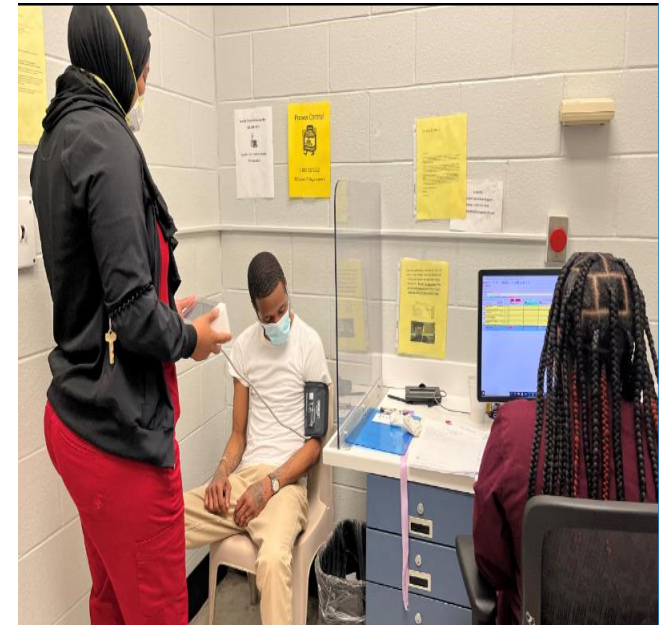
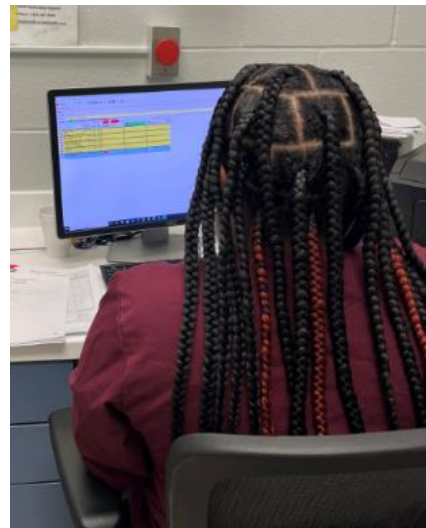


User Feedback



Adding the treatments was great for us! Being able to document everything in one place made things so much easier.
-D. McGettigan, LPN

eMAR has changed my life.
Bye bye paper
MARS!
-A. King, LPN



Easy to navigate; very user friendly!
- A. Logan, RN

Next Steps

- **Controlled Substances**
- **Red Flag Alerts**
- **Mobile Units**

What's
Next?



Questions?



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Data Sources...

Corizon Health (*Training Materials and Workflows*)

eClinicalworks (*Electronic Health Record*)

Healthcare Systems, Inc. (*EMAR*)

