

Electronic Prescribing and Medicine Administration (ePMA)

The journey to digitise medication recording on our wards

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Digital solutions for outstanding healthcare



About us



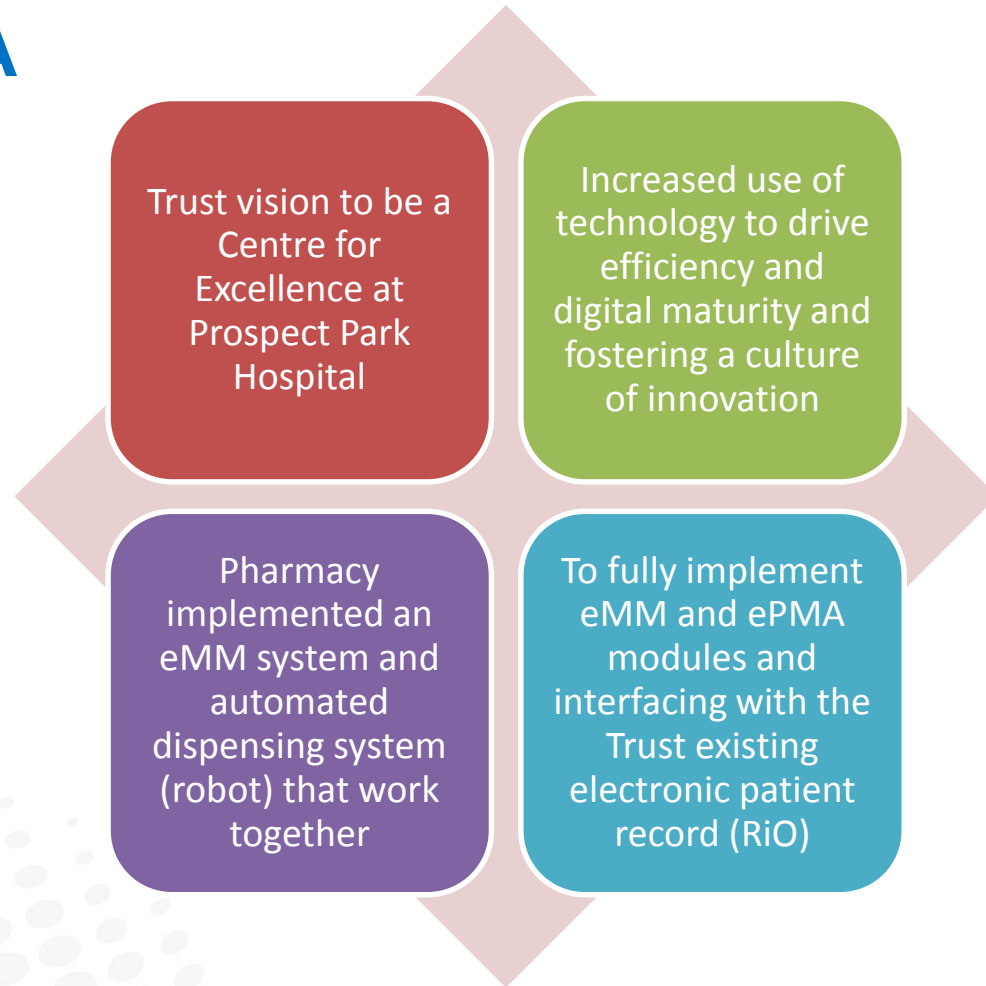
Berkshire Healthcare
NHS Foundation Trust

- Our vision is to be recognised as the leading community and mental health service provider by our staff, patients and partners
- Community and Mental Health Trust
- Rated GOOD by Care Quality Commission
- We're a Global Digital Exemplar
- 4,500 staff members, serving the whole of Berkshire



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Why ePMA



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Functional benefits



All medicines activities, prescribing and administering for inpatients



24/7 access to the medicine information from anywhere



Interface with RiO for demographic, episodic, admission, discharge and transfer information messages



A context launch between RiO and ePMA



Discharge letter automatically populates with allergy and medication information from ePMA to send to GP via Docman

Timelines and resources



Berkshire Healthcare
NHS Foundation Trust

Date	Activity
August 2016	Project Board established
August 2016	Early stakeholder engagement meetings with heads of service
October 2016	As-Is mapping initiated
January 2017	Train the Trainer session with supplier
February 2017	Benefits planning
March 2017	To-Be workshops
March 2017	SOP initial draft
March 2017	OOH conversations started
April 2017	1 st round UAT – system and processes
May 2017	2 nd round UAT – templates
July 2017	3 rd round UAT – end to end and work arounds
July 2017	Ward roadshows and demo's
July 2017	Start developing e-learning materials
August 2017	Start training front end users
19 th September 2017	First ward Go-Live
31 st January 2018	Last MH ward Go-Live

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Start at the beginning

- Conducted early engagement sessions
- Understand current processes
- Conducted As-Is process mapping
- Scoped requirements for IT and usability, i.e. device, wifi
- Learn what the ePMA solution did
- Applied the As Is to the ePMA solution
- Benefits measures considered in line with business case

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Once we knew the solution

- Developed To-Be processes
- Built medication templates
- Developed Training content and materials
- Drafted SOP & BCDR plan
- Initiated Governance workshops and communication
- Conducted UATs and device testing
- Planned Go-Live and in service support
- Established access and roles



Processes impacted by medication

Admission

Prescribing

Administration

MHA

Reviews

Transfers

Leave

Discharge

Supply requests

BCDR

Medication with
additional recording
requirements



Workarounds

- Medicines reconciliation
- Leave
- Mental Health Act
- BCDR and reporting

Lessons learned – Pre Go Live

Dedicated time from prescribers and pharmacy to complete preparation activities of transferring prescriptions onto ePMA before go-live



Making sure all staff, including temporary staff have been included for training and staff access has been set up



Lessons learned – On Go live

All regular staff on the wards had the opportunity to be supported by transformation staff on go-live

Issues with templates on Go-Live



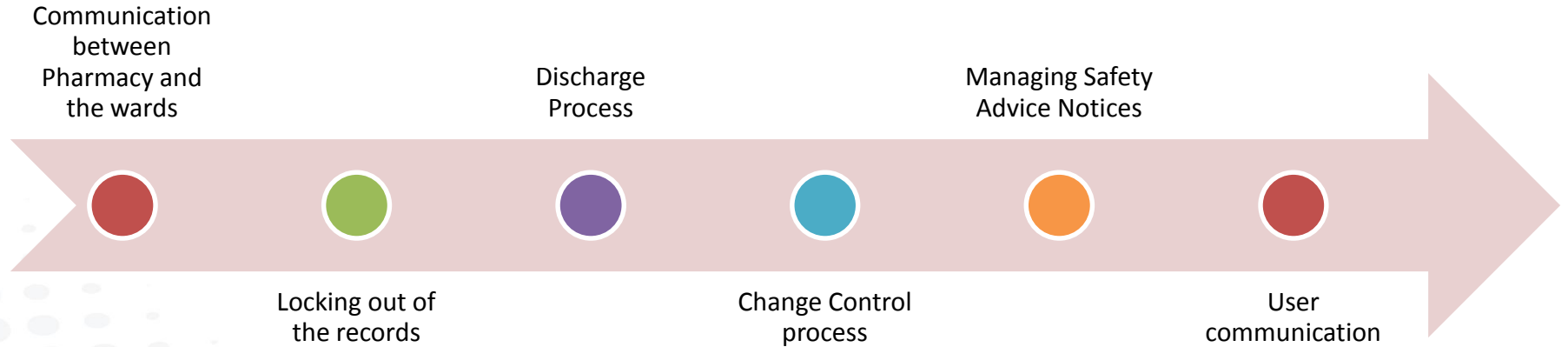
Floor walking was very valuable, as staff needed to be reminded of processes while starting to use the new ePMA system

Used lessons learned from initial go-lives

- Extra sessions for prescribers
- Ward champions



Lessons learned – Post Go live



Good news stories

“Really like using the ePMA system”

Mandeep, Staff Nurse

“I think our drug rounds are a bit quicker”

Jacqui, Deputy Ward Manager

“Our ward round normally takes 1-2 hours, now it’s within the hour. I love it!”

Christine, Staff Nurse

“I like it. I like ordering online, no more going down to pharmacy. Brilliant for Paracetamol and reducing risk of overdosing!”

Kirsty, Staff Nurse

“The ordering from pharmacy works, the drug charts never left the building”

Cris, Modern Matron

“I love this system”

Lelia, Deputy Ward Manager

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Good news stories

Sharing success

Members of the Go Live Team celebrate!



Campion Unit

“This system is much clearer (than the drug charts), I’m going to like this system”

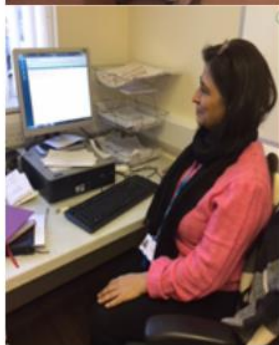
Lisa, Staff Nurse



Willow House, Berkshire Adolescent Service

“So far so good. I think you have trained us really well”

Dr Qandeel Ejaz



“I love the way you can order new medication on the system, it’s so much quicker”

Blessings, Bank Nurse

