Electronic Prescribing and Medicine Administration (ePMA)

The journey to digitise medication recording on our wards
About us

- 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
Why ePMA

- Trust vision to be a Centre for Excellence at Prospect Park Hospital
- Increased use of technology to drive efficiency and digital maturity and fostering a culture of innovation
- Pharmacy implemented an eMM system and automated dispensing system (robot) that work together
- To fully implement eMM and ePMA modules and interfacing with the Trust existing electronic patient record (RiO)
Functional benefits

1. All medicines activities, prescribing and administering for inpatients
2. 24/7 access to the medicine information from anywhere
3. Interface with RiO for demographic, episodic, admission, discharge and transfer information messages
4. A context launch between RiO and ePMA
5. Discharge letter automatically populates with allergy and medication information from ePMA to send to GP via Docman
## Timelines and resources

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

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

Issues with templates on Go-Live

Used lessons learned from initial go-lives
- Extra sessions for prescribers
- Ward champions
Lessons learned – Post Go live

Communication between Pharmacy and the wards

Discharge Process

Managing Safety Advice Notices

Locking out of the records

Change Control process

User communication
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
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