



CASE STUDY

This teaching hospital in New England has nearly 47,000 admissions per year and provides diagnostic and therapeutic care in every specialty and subspecialty.

Situation

This client asked Hayes to help roll out its internally developed electronic medication administration record (eMAR). They needed additional resources to support their 24-hour, seven-day-a-week rollout schedule over eight months. Hayes had previously implemented an eMAR at one of its partner hospitals.

This initiative's challenges included:

- Maintaining productivity while clinical staff adjusted to the new process
- Establishing clinical standards for medication documentation across units
- Mirroring clinical workflows of complex floors such as ICUs and chemotherapy units

Our Approach

Since support and training is critical to ensuring the eMAR's adoption and correct use, Hayes consultants:

- Tested issues and enhancements in development, QA and live environments
- Set up eMAR training classes for over 3,000 registered nurses from 40 clinical areas
- Helped install and maintain eMAR failsafe devices throughout the clinical units to back up patient data
- Worked with unit nurses every night to resolve any technical issues or questions related to the eMAR application to lessen any negative system impact on clinician productivity

Hayes helped train nurses to prevent clinical errors during the medication administration process by checking the "Five Patient Rights" during each medication pass: Right medication, Right dose, Right patient, Right time and Right route.

Results

The new eMAR provides real-time medication documentation and also exposes problem workflows and procedures among clinical staff members, allowing administrators to proactively correct such issues.

The key benefit of the eMAR initiative is the improvement in patient safety due to decreased medication errors. Since the new eMAR is connected to both the Computerized Physician Order Entry (CPOE) and the pharmacy system, each medication is checked by at least three medical professionals before being administered to a patient. A barcode scanning mechanism also reviews the medication dispensed by the pharmacist against the actual medication given to the patient.

About Hayes

Hayes works with healthcare organizations to solve mission-critical operational challenges by providing services and software solutions that improve quality and efficiency with the ultimate goal of improving the patient experience.

Large
Academic
Medical Center

eMAR Rollout and
Training