



# INTEGRATED DIGITAL CARE RECORD

## Success Story

## Safer Hospitals, Safer Wards Technology Fund

Harrogate District Foundation Trust

May 2015

# THE CHALLENGE

After evaluating a number of ePMA solutions for a system which was user friendly, intuitive and familiar, Harrogate District Foundation Trust began rolling out CSC's MedChart™ across inpatient wards in 2012.

As ePMA was the first major clinical system to be implemented organisation-wide, it was crucial that nursing, medical and pharmacy staff fully embraced the new technology. It became the responsibility of Senior Pharmacist Clinical Lead Emily Parkes and Nurse Clinical Lead, Robin Pitts to assist with system development, provide input from a nursing and pharmacy perspective and evangelise to clinical staff about the benefits of the system.

Headed by the Clinical Director for Medicine and the Director of Pharmacy, and supported at an operational level, a varied group of representatives and product champions, including consultant surgeons, physicians, nurses, anaesthetists and ODP's, worked closely to select the right solution. They tailored it to the needs of the Trust, coordinated the first phase of the implementation and enthused the wider staff team. This high level support eventually succeeded in cascading down throughout the whole organisation.

# IMPLEMENTATION OVERVIEW

Following the initial implementation across inpatient wards, the Safer Hospitals, Safer Wards Technology Fund enabled the accelerated roll out of the ePMA solution across the Day Surgery Unit, Radiology, offsite Neuro-Rehabilitation Unit, Ripon Community Hospital, the Heart Centre and the Sir Robert Ogden Macmillan Cancer Unit. The funding has also allowed Harrogate and District NHS Foundation Trust to make software enhancements which have improved safe prescribing and administration of medicines and improved a variety of therapeutic issues for example antibiotic prescribing and stewardship. A prescribing and administration dashboard is currently in development.

The ePMA system is interoperable with the Trust's other key systems, interfacing with the pathology system. ePMA pulls information from the PAS and is linked to the bed management system, ensuring that all patients can be found easily, even when they are moved around. The interface with the Discharge system to allow the auto population of Discharge Summaries, letters and TTOs is currently in test.

# RESULTING BENEFITS TO PATIENTS AND STAFF

The ePMA system allows staff to have complete visibility of every patient within two clicks. This is particularly beneficial in infection control as high risk users of a specific antibiotic can be identified quickly and easily for any necessary intervention.

The Trust use the information generated by the ePMA system to feed a number of clinical dashboards and to turn this data into invaluable reports. The comprehensive reports enable more effective prescribing and administration of medicines including antibiotic stewardship, which in turn improves infection cure rates and reduces antimicrobial prescribing errors. Patients are safer and the Antimicrobial Prescribing Group who use the reports regularly, are able to work flexibly and remotely using the web based system and a security key fob. Errors associated with the prescribing and administration of medicines has fallen and incidents associated with patients being given a medicine to which they are allergic have fallen to zero.

# LESSONS LEARNED

Teething problems with the implementation included network drop outs because of Wi-Fi coverage problems, hardware malfunctions such as battery failures on devices and problems with e-cards. Once these issues were ironed out the implementation went very smoothly.

# FUTURE

The next phase will see the system being rolled out to the Outpatients Department, the inclusion of complex infusions and the ability to generate letters and Summary Care Reviews. A&E will also be included, bringing the total number of users to over 100 consultants, 300 medical staff, thousands of nurses and around 70 pharmacy staff.

The Trust has plans to further improve the system's interoperability and is hoping to link it to a clinical portal in the future.

## IN A NUTSHELL

### SOLUTION:

e Prescribing and Medicines Administration (ePMA) System

### IMPLEMENTATION:

Ongoing since April 2012

### FUNDING:

Safer Hospitals, Safer Wards

### PATIENT BENEFITS:

Improved patient safety and outcomes

### STAFF BENEFITS:

Flexible working, reduced administration time and improved infection control

### TRUST BENEFITS:

Improved reporting and auditing, enhanced stewardship and lower infection rates resulting in better outcomes

### RESULT:

One of the most advanced deployments of ePMA in the UK

"One thing I would recommend to other Trusts undertaking a large project like this would be to get involved in supplier user groups. Our ePMA supplier is a global organisation, so change requests have to go through a lengthy process. The user groups allow us to discuss issues with the wider user community, often picking up work around solutions to help us while we wait for changes to be made at a corporate level."

Robin Pitts, Clinical IM&T Project Manager

# CONTACT

NAME: Paul Nicholas  
JOB TITLE: Deputy Director of Performance and Informatics  
EMAIL: paul.nicholas@hdft.nhs.uk  
WEB: www.hdft.nhs.uk  
TWITTER: @HarrogateNHSFT

