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Successful Implementation of Bedside Medication Verification in the Emergency Department


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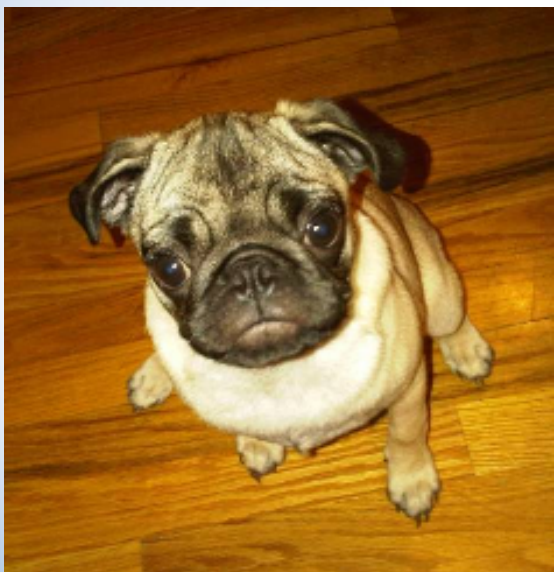
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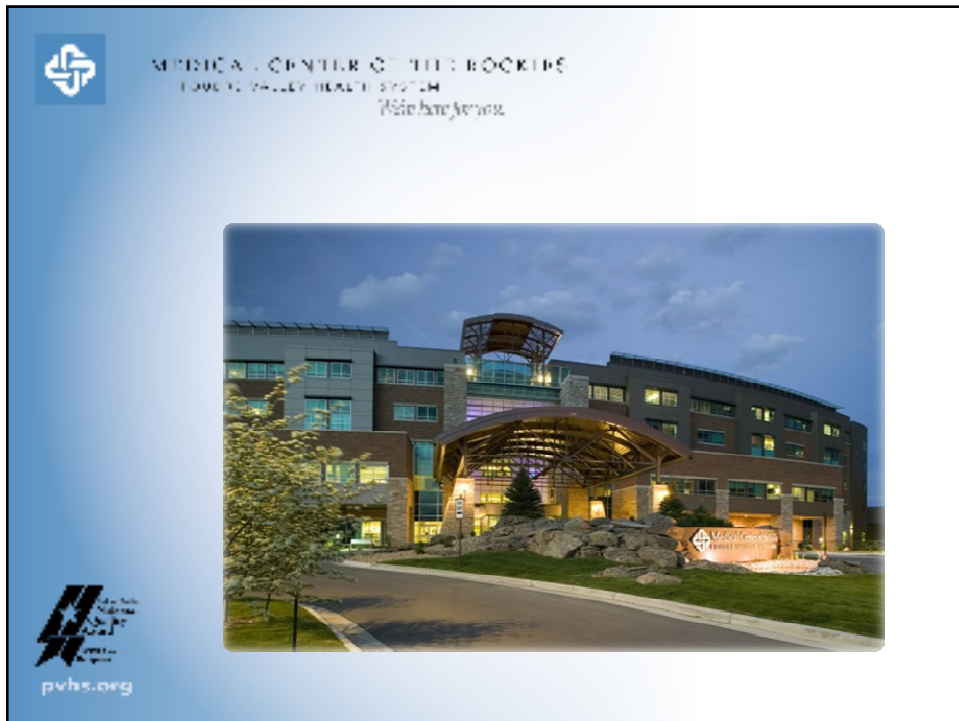
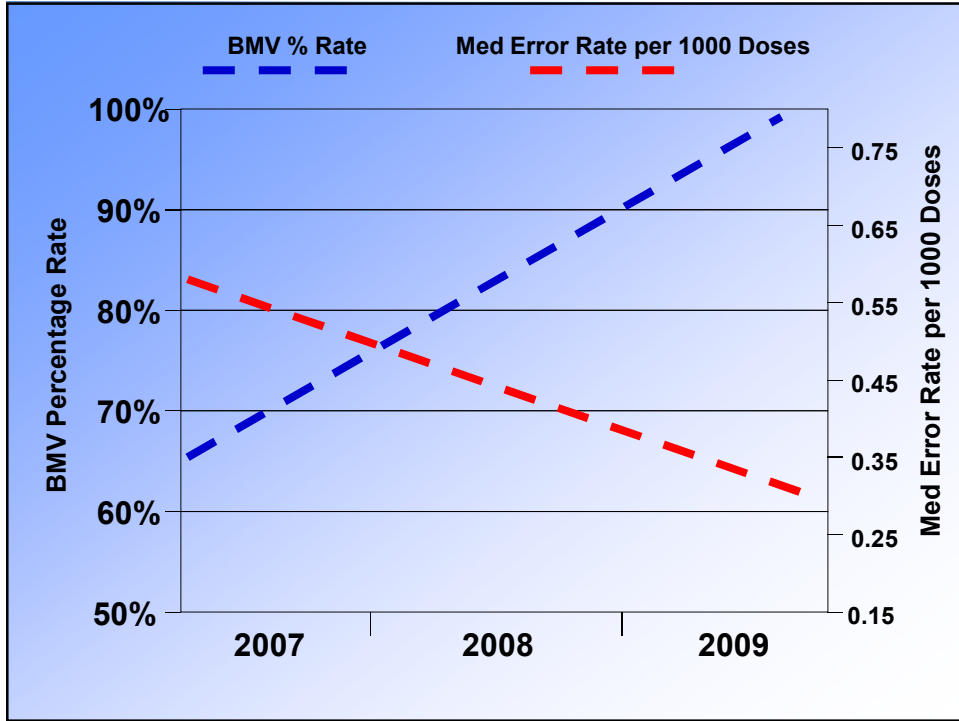



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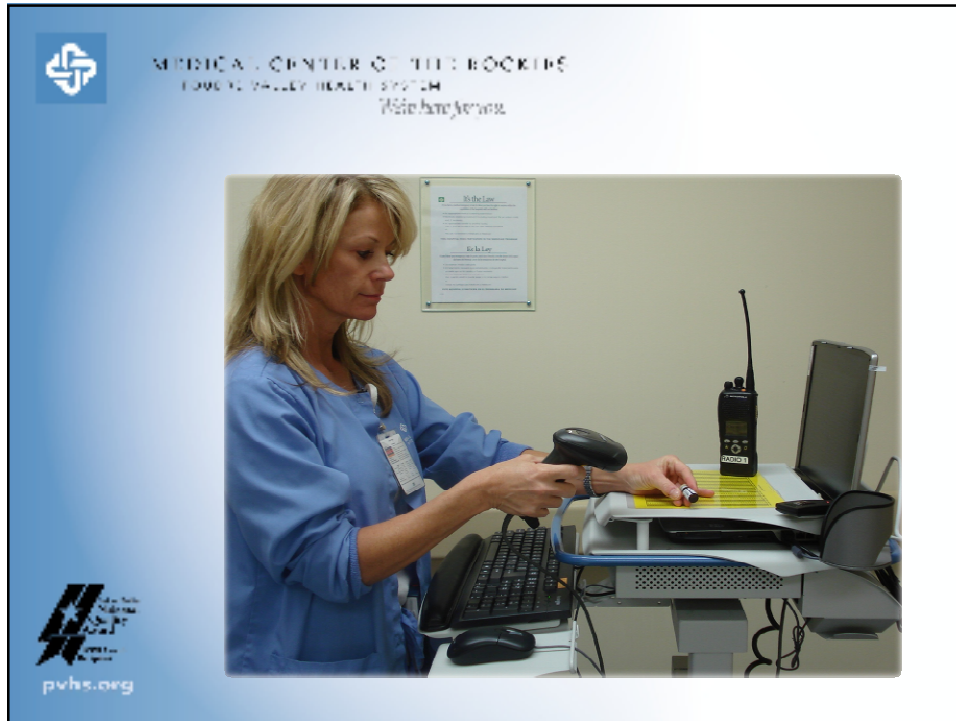
Objectives

- Describe how a Level II Trauma Center Emergency Dept used a tiered approach to achieve and sustain 90% Bedside Medication Verification (BMV) scan rate in 14 months.
- Discuss process utilized with pharmacy and nursing to achieve outcomes.



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BMV History at MCR

- Discussions with pharmacy and hospital leadership for housewide implementation.
- New hospital opens with full electronic scanning capability.
 - Maximize use for patient safety
- Evaluate necessary and available resources.

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Start Up

- Nurse education and buy in is essential early in the process.
- Legible bar-coding of all medication.
- Consider the outliers.
- Address all hardware issues.



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Compliance Improvement Plan

- Pharmacy Director presented advantages to ED nurses and staff.
 - Patient Safety
 - Accuracy of Medication Documentation
 - Process to provide feedback to pharmacy
- ED Nurse Manager and Pharmacy Director met regularly to identify why meds were not scanned.





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Compliance Improvement Plan

- Staff gave specifics regarding scanning issues.
 - Staff provided with feedback regarding resolution.
 - Goal of 50% scanning rate at end of year evaluation was given to each RN.
- Nurse Manager coached non-compliant staff.
- Every “why not” was resolved with a solution.
- ED scanning rate 65%.



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Progress

- Six months after program implementation;
 - Staff showed continued improvement in the scanning system
 - Safety advantages became apparent
 - *No increase in time spent charting.*



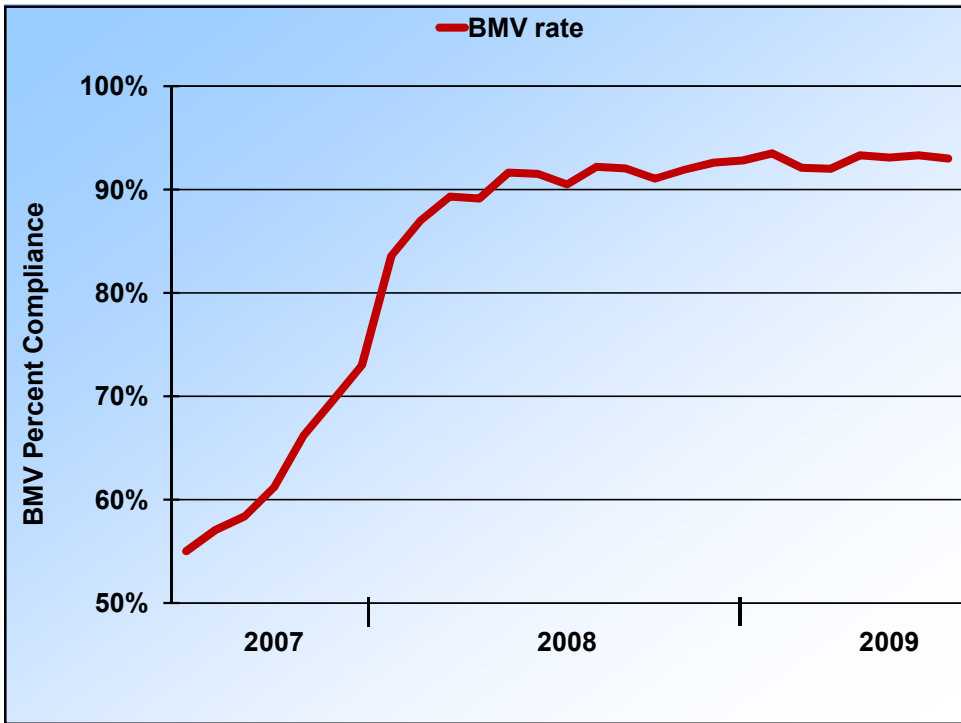
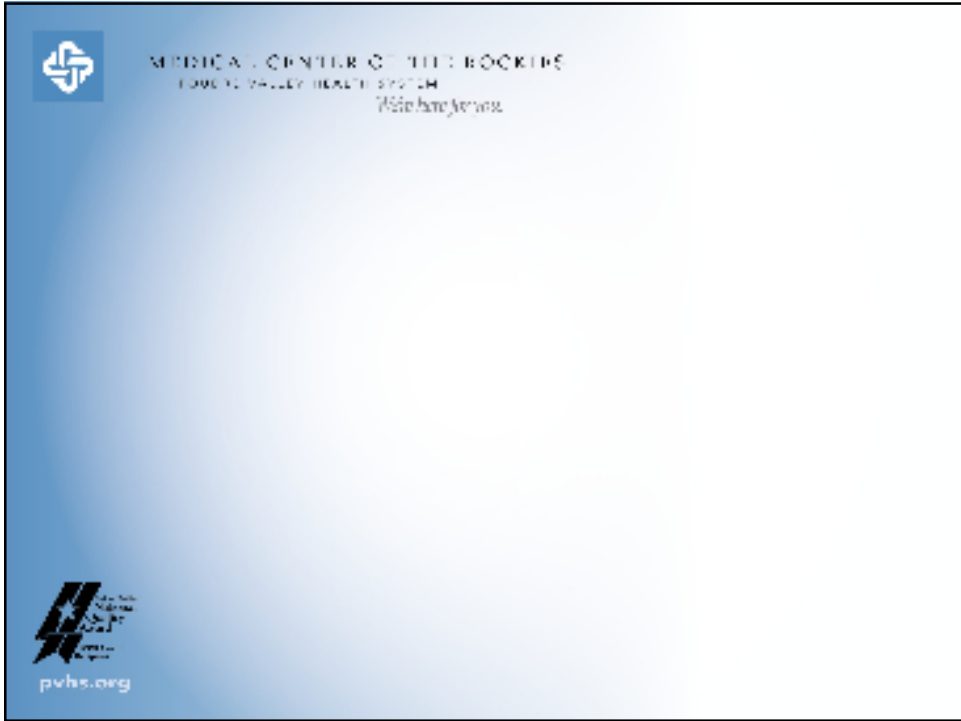


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Keys to Our Success

- Cooperation and Collaboration between the Emergency Department & Pharmacy.
- Success rates soared as nurses personally experienced the safety net the system provides.





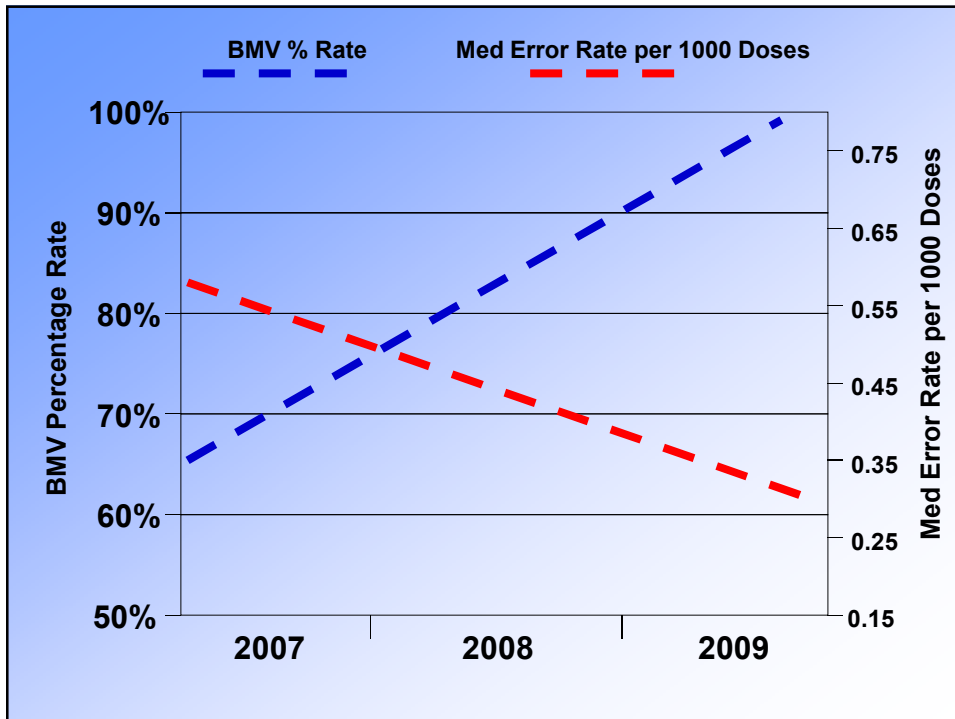


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Housewide BMV Data

January – August 2009:

- 326,997 meds documented
- 303,760 meds scanned
- 92.9% scan rate
- 48 near misses
- **Critical Med Errors - 0**





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Considerations for Implementation

- Electronic capability in place.
- Entire staff trained & expected to use BMV.
- Pharmacy and Emergency Department Collaboration.
- Regularly share real time data with staff.
- Make BMV part of the department's culture.




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Questions?



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