Successful Implementation of Bedside Medication Verification in the Emergency Department

Frances Culler, RN, CEN, ED Nurse Manager
Medical Center of the Rockies
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.
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.
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.

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.
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%.

Progress

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