

Electronic Medication Management (EMM) NSW Therapeutic Advisory Group Update December 2017

eMR Connect Clinical Leaders' Network

The third and final eMR Connect Clinical Leaders' Network for 2017 was held on 5 December. There were over fifty attendees, with the majority being clinicians including participants from Pillar organisations, Local Health Districts and Speciality Health Districts. Presentations included:

- The emerging role of clinical informatics in promoting safety and quality, Dr Angus Ritchie, Chief Medical Information Officer, Sydney Local Health District;
- Health Analytics Framework for NSW Health, Wilson Yeung, Implementation Manager, Health Analytics, eHealth NSW;
- Open Notes and transparency in health information, Cheryl McCullagh, Director of Clinical Integration, Sydney Children's Hospitals Network; and
- Optimising the eMR, Rick Turner, Program Director, eMR Connect, eHealth NSW.

Selected LHD Site Activities

- **The Sydney Children's Hospitals Network –**

The Sydney Children's Hospitals Network has successfully completed the Children's Hospital at Westmead code upgrade to 2015.23. This upgrade will assist with projects involving SurgiNet, FirstNet and the Patient Friendly Medication List (PFML). The Prescription Output Version 2 and the Offline Medication Administration Chart (OMAC) are also underway, due to be completed by mid-2018.

Daniel Trajkov, one of SCHN's eMM Application Managers has been seconded to Lady Cilento Children's Hospital in Brisbane to be a part of the pharmacy leadership team for their eMM implementation. This is proving to strengthen interstate eMM paediatric networks.

There has been positive feedback from the roadshow and demonstrations for the eMM project at Sydney Children's Hospital and selected eMM Sub-committee members will sit on the Drugs and Therapeutics Committee for Sydney Children's Hospital.

Planning continues between Western Sydney Local Health District and The Sydney Children's Hospitals Network for the new shared services building at the Westmead Campus, there are discussions regarding a state iPharmacy model to help facilitate this.

- **Rural Local Health Districts –**

The local project teams have been visiting facilities within their rural districts to demonstrate the future state workflows to clinical stakeholders. These demonstrations are working towards the Future State Validation project milestone scheduled for later this month.

Options for the possible extension of the project to encompass all facilities within the 6 rural LHDs have been presented to the 6 Rural CEs. A preferred approach has been identified, discussions regarding the funding are ongoing.

The build (across both domains) is progressing well and is on track for completion this month, which will enable moving into the testing phase of the project in January 2018

Discussion regarding the number of concurrent patient records open in the eMR: Clinical Reference Group recommendation was to limit to one in PowerChart for both domains. Dr Grant Rogers is leading the consultation with ED clinicians regarding the proposal to move to a single chart in FirstNet.

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- **Sydney Local Health District**

Concord Hospital celebrates 10 years!

November marked a decade since the first Cerner eMeds pilot in NSW in ward 15, Aged Care at Concord Hospital. Following the pilot, eMeds was implemented across Concord Centre for Mental health inpatients wards in 2014. In 2015 Concord became the first NSW hospital to complete a hospital wide rollout of eMeds, revolutionising the way medications are managed, and earning a Prime Minister's Award for Excellence in Public Service Management, the NSW Health Award, and a number of other patient safety and quality awards.

SLHD Chief Executive, Dr Teresa Anderson, congratulated the Concord team and attributes the success to the commitment of the staff in continuing to push the boundaries of what was previously possible. The people behind these programs are the secret to its success. It is a true collaboration between ICT, clinicians, eHealth NSW and vendors.

A number of the Concord eMeds leads/sponsors including Dr John Cullen (Clinical Sponsor), Rosemary Burke (Chief Pharmacy Information Officer and Pharmacy Lead), Leo George (NUM Ward 15), and Jackie Laurens (Nursing Lead) were there to celebrate this milestone with colleagues who have shared the journey. Further celebrations are planned for the new year.

Royal Prince Alfred (RPA) Hospital

RPA Hospital has completed its implementation of eMeds and the Project Team have formally handed over to the facility.

Feedback from clinicians regarding the Go-Live period was overwhelmingly positive, particularly towards the level of support received, quality of consultation performed and the overall roll-out approach (patient encounter).

When one project ends, another is born. The Project Team are now shifting their attention towards eMeds start up across the rest of Sydney Local Health District, including Canterbury and Balmain sites. Preparation is also underway for two major downtimes planned for next year, including the translocation of data hardware in February and a large system upgrade in April 2018.

- **Western Sydney Local Health District –**

In 2017 Western Sydney Local Health District (WSLHD) successfully implemented eMEDS in to Blacktown, Mt Druitt and Auburn Hospitals. The rollout strategy at each site successfully employed the patient centric approach. This is an approach that was defined by WSLHD and commences with patients coming in to the Emergency Department having their medication orders written up on eMEDS. Patients admitted continue on eMEDS. Other entry points are activated progressively and patients whose National Inpatient Medication Charts are expiring are also converted to eMEDS. Within a period of three weeks each hospital successfully reached 100% patient conversion to eMEDS.

An eMEDS Census report that provides raw counts and percentages of patients that are on eMEDS by location and service was also developed. This makes reporting conversion progress and status as effective and efficient as possible.

A training dashboard that showed the percent of staff trained by Ward and Service was developed which helps to incentivise staff to attend training.

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Having multiple sites live within WSLHD means that patients and staff have started to see the benefits. For example, if a person has been discharged from one facility and attends another that persons medication history from the first encounter can be seen and acted on by medical staff from the start of the second encounter.

The WSLHD eMEDS implementation are looking forward to delivering eMEDS to Cumberland, commencing Westmead and realising further advances in functionality from our 2015.01.23 upgrade in 2018.

- **Northern Sydney and Central Coast Local Health District –**

The eMeds rollout at Ryde Hospital commenced on 4 December and was the first for Northern Sydney and Central Coast Local Health Districts' eMeds Project.

They are adopting the Phased Journey Approach, using two methods to transition the patient: 'Transcription of our long stay patients' and 'Patient Journey' approach.

They have a very proactive group of Clinical Practice Leads (eCPLs) consisting of senior Nursing staff who have worked tirelessly over the past few months with our Change Managers and are ready to take charge next week.

Results from their Change Readiness Assessment indicate that Staff awareness is high, with staff acknowledging the benefits that eMeds will bring to patient safety, and the changes it will bring to their day to day work practices. There is a feeling of both excitement and anticipation.

CCLHD and NSLHD are the only LHDs in NSW to be trialing the use of devices to administer medications via the MAW (Medication Administration Wizard). The MAW is a nursing tool used to support medication administration by allowing the nurse to check off all prepared drugs electronically whilst in the clean room before signing off the administration of the meds to the patient at the bedside in the electronic medication chart.

The device is lightweight and allows for ease of movement from the patient bedside, to medication room, and back to patient bedside without the bulk of a COW or CALF.

Following Implementation workshops across the hospital, their Implementation Plan has been endorsed for eMeds in all Inpatient areas, including ED and PeriOp. Outpatient, Community, Maternity and APAC areas are out of scope for eMeds. Downtime and eMeds procedure and policy have also been signed off by the Policies & Procedures and Drug & Therapeutics Committees.

Training is now complete for Ryde for prescribing, administering and pharmacy and key users.

Woy Woy and Gosford Hospitals are the next facilities to go live on the 12th February and 20th February respectively.