Using PointClickCare's Electronic Health Record (EHR) to Reduce Risk of Medication Errors

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For senior living communities the areas of risk and compliance are of critical concern. Increasingly, senior living providers are becoming targets for litigation and penalties can be high.
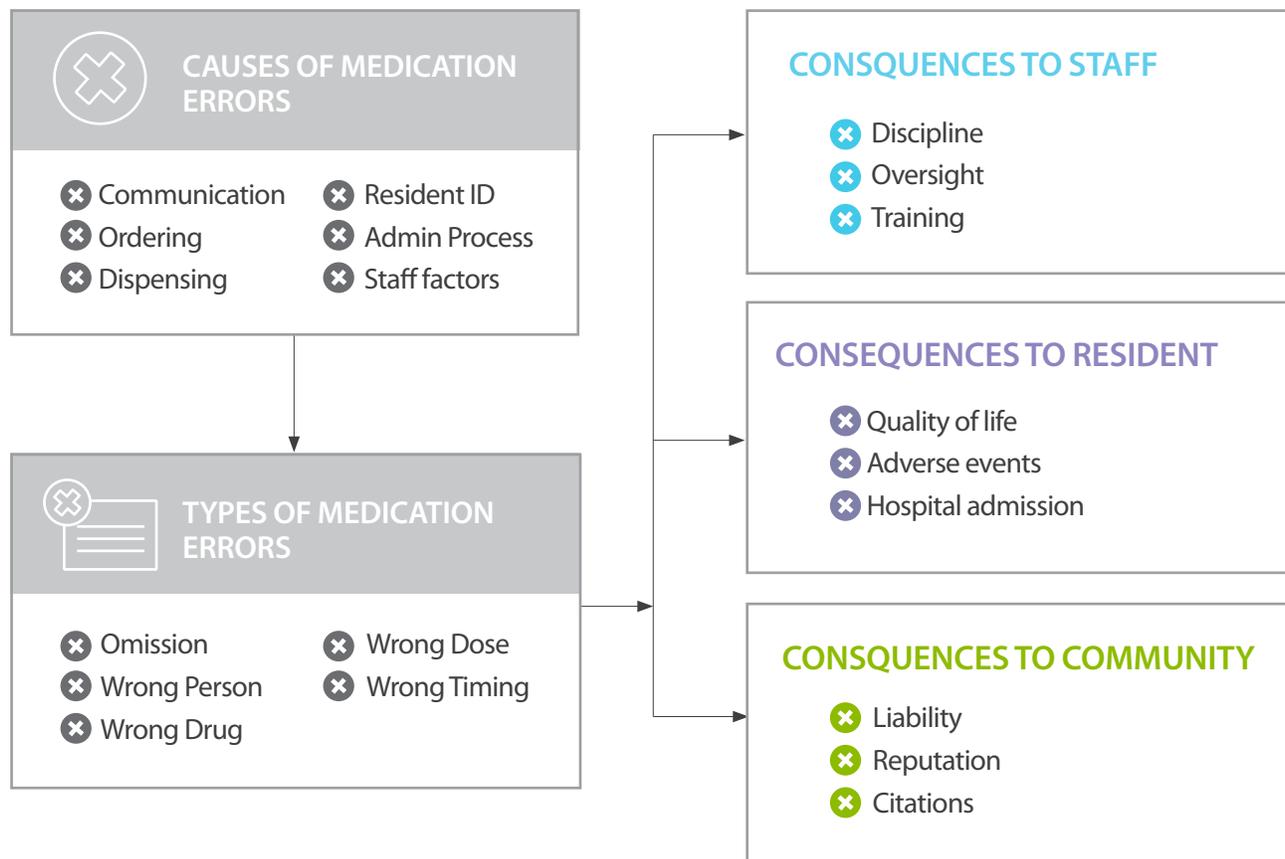
Preparing for and managing litigation can also be costly and takes away from key staff and management time. Additionally, litigation can lead to bad press which ultimately affects occupancy and resident satisfaction. Bad publicity is not good for your bottom line.

Proper medication management is a major issue in senior living. On average, 85% of residents require assistance with the management of their medication.[1]Decreasing medication management errors will enable you to decrease resident risk, thereby increasing resident safety and satisfaction.

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Risk associated with medication errors.

CAUSES OF MEDICATION ERRORS

- Communication
- Ordering
- Dispensing
- Resident ID
- Admin Process
- Staff factors

TYPES OF MEDICATION ERRORS

- Omission
- Wrong Person
- Wrong Drug
- Wrong Dose
- Wrong Timing

CONSEQUENCES TO STAFF

- Discipline
- Oversight
- Training

CONSEQUENCES TO RESIDENT

- Quality of life
- Adverse events
- Hospital admission

CONSEQUENCES TO COMMUNITY

- Liability
- Reputation
- Citations

[1] **Medication Management Assisted Living's Role in Managing Resident Medication**
http://www.assistedlivingfacilities.org/resources/services-provided/medication-management/

How an Electronic Health Record (EHR) from PointClickCare can help.

With PointClickCare's eMAR solution, you can simplify medication ordering and administration to improve productivity, reduce risk and enhance resident safety.

What are the causes of medication management errors? How can PointClickCare's EHR help you reduce those errors? PointClickCare's electronic Medication Administration Record (eMAR) gives senior living providers a full medication and treatment administration system that offers real-time accuracy and dependability in the medication ordering and distribution processes.

ENSURE CLOSED-LOOP MEDICATION ORDERING & DISTRIBUTION

- ✓ Full medication & treatment administration system.
- ✓ Real-time accuracy and dependability.
- ✓ Ability to integrate directly with pharmacy partners.

With mobile access to real-time clinical information, care team members are able to make better, more informed care decisions while in close proximity to the resident.

REDUCE TIME CONSTRAINTS ON CAREGIVERS

- ✓ Allows care staff to efficiently order and distribute medications.
- ✓ Eliminates the need for cumbersome MAR/TAR Binders.
- ✓ Always up-to-date eMAR allows staff to dispose off month-end change over activities.

Less time spent on administrative tasks means more time with residents.

ENSURE MEDICATION COMPLIANCE

- ✓ Promotes adherence to documentation policies.
- ✓ Provides security necessary to handle sensitive personal health information between communities & pharmacies.
- ✓ Significantly decreases the occurrence of missed or late medications.

Strict regulations demand accurate and complete documentation of resident and medication information, and govern pharmacy-dispensing compliance.

SAFELY ORDER AND DISTRIBUTE MEDICATION

- ✓ Ensures the "Rights" of medication safety are upheld.
- ✓ Leverages computerized physician order entry.
- ✓ Displays only the medications of specific med passes.

Manage the entire ordering and distribution process to ensure that the **right** resident, is receiving the **right** medication, in the **right** dose at the **right** time.

PointClickCare has helped over 12,000 skilled nursing and senior living facilities meet the challenges of senior care by enabling them to achieve the business results that matter – enriching the lives of their residents, improving financial and operational health, and mitigating risk. PointClickCare's cloud-based software platform takes a person-centered approach to managing senior care, connecting healthcare providers across the senior care continuum with easy to use, regulatory compliant solutions for improved resident outcomes, enhanced financial performance, and staff optimization. For more information on PointClickCare's ONC certified software solutions, please visit www.pointclickcare.com.

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