How Using PointClickCare Medication Management Products Can Help Avoid F-Tags

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Introduction

Nursing home surveys are conducted at least once a year according to protocols and federal regulations to determine whether a citation of non-compliance is appropriate. Facility shortcomings are based on violations of the regulations and F-Tags are used to identify performance deficiencies. The purpose of the surveys is to protect residents and ensure they are getting quality care.

PointClickCare offers solutions to facilities to help with ordering and managing medications for residents including Orders Management, eMAR, and Integrated Medication Management (IMM). IMM connects skilled nursing facilities (SNFs) to their preferred pharmacies, enabling seamless, real-time electronic exchange of medication orders and resident medication information. This guide is intended to provide assistance with utilizing PointClickCare products to help avoid F-Tags.

F-605 Free From Chemical Restraints

The intent of this requirement is for each person to attain and maintain their highest practicable well-being in an environment that prohibits the use of chemical restraints:

- For discipline or convenience

- If not required to treat a resident's medical symptoms

When a medication is indicated to treat a medical symptom, the facility must:

- Use the least restrictive alternative for the least amount of time

- Provide ongoing re-evaluation of the need for the medication

- Not use the medication for discipline or convenience

How does PointClickCare help facilities to be free from chemical restraints?

- The indication for use or diagnosis are required to be entered with medication orders

- A PRN medication audit dashboard is available

- Side effects and supplemental documentation can be added

- Psychotropic Medication Ordered dashboard can be used to monitor duration of the medication

- Dose check warnings to advise of minimum and maximum single dose, daily dose, and frequency

F-756 Drug Regimen Review
F-757 Drug Regimen is Free From Unnecessary Drugs

The pharmacist must report any irregularities to the attending physician and the facility's medical director and director of nursing. Additionally, these reports must be acted upon. Each resident's drug regimen must be free from unnecessary drugs. An unnecessary drug is any drug when used in excessive dose, for excessive duration, without adequate monitoring, and/or without adequate indication for its use.

How does PointClickCare help facilities with drug regimen reviews and ensuring they are free from unnecessary drugs?

- Drug regimen review findings are part of resident medical record
- The indication for use or diagnosis are required to be entered with medication orders
- Antibiotic Medication Ordered and Psychotropic Medication Ordered dashboards to monitor duration of medication
- Dose check warning to advise of minimum and maximum single dose, daily dose, and frequency
- A progress note can be posted from medication review to advise on medication regimen review changes
- A provider dashboard to schedule and complete timely medication review

F-758 Free From Unnecessary Psychotropic Medications

Facility must ensure that psychotropic drugs are not given unless necessary to treat a condition documented in the clinical record. Unless clinically contraindicated, patients receiving them must have gradual dose reductions and behavioral interventions, and these must be documented in the record. Psychotropic medications should not be ordered as PRN for longer than 14 days without appropriate documentation in the record with rationale for continued use.

How does PointClickCare help facilities ensure residents are not receiving unnecessary psychotropic medications?

- The indication for use or diagnosis are required to be entered with medication orders
- Psychotropic Medication Ordered dashboard can be used to monitor the duration of medication
- Controlled drug warning advises that the drug is a controlled substance
- When a medication is selected, the drug class is shown to the user

F-759 Free From Medication Error Rate of 5% or More
F-760 Free of Significant Medication Errors

The relative significance of medication errors is a matter of professional judgment. Following three general guidelines helps determine whether a medication error is significant or not: resident condition, drug category, and frequency of error.

How does PointClickCare help facilities reduce medication errors?

- Our eMAR dashboards show late administration

- Our eMAR shows medication administration times and overdue medications

- Medication orders for patches remind staff of patch removal times

- Displays all information necessary to ensure the right resident, right medication, right dose, right time, and right route

- When entering a new order, black box warnings and drug-to-drug interaction are displayed

- Controlled drug indicator advises when the drug is a controlled substance

- With Integrated Medication Management, electronic prescribing ensures the medication is transmitted to the pharmacy electronically for review and processing, which decreases transcription errors

- Potential duplicated medication warnings are provided

- There are dose-check warnings to advise of minimum and maximum single dose, daily dose, and frequency

- Barcode medication administration ensures verification of the correct resident and medication to administer

- Template medication orders

  - Allow for tracking of pharmacy-supplied versus house-stock medication

  - Enables quick and accurate capturing of the most prescribed medications to eliminate manual transcription errors

- Order sets ensure medications that need to be prescribed together are created in a set

- Medications delivered are reconciled by matching the medication prescribed and the medication dispensed

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More than 27,000 long-term and post-acute care providers, 3,600 ambulatory clinics, 2,800 hospitals, 350 risk-bearing providers, 70 state and government agencies, and every major U.S. health plan use PointClickCare for care collaboration and value-based care delivery for millions across North America.