



O' SULLIVANS

Nursing Home

Dispensing Services

# Our Goal - to make medication administration better, safer and more efficient for all providers through the use of monitored dosage systems and our dedicated medicines management software.

- ▶ O'Sullivan's Pharmacy has designed an integrated software system to facilitate improved medicines management processes between the Care Home, the pharmacy and the GP's surgery.
- ▶ We provide a system that is simple to use and easy to learn
- ▶ We also supply electronic tablets with pre-installed software to each Care Home, as well as ongoing training and support 7 days a week.



- ▶ Medicines are dispensed in MDS pouch systems. Each pouch contains the medicines to be administered to the patient at the prescribed time of day.
- ▶ Pouches are printed with the name of the medicines, time, and the patient's name and photograph.





## The System - designed by and for healthcare professionals working in a care home setting

- ▶ A fully secure, cloud based, integrated system to facilitate better medication management and communication between Nurses, GPs and Pharmacists.
- ▶ Live online and up to date information, ensuring accurate patient details, including medication records and history.
- ▶ Clinical information is accessible in real-time at the patient's bedside, any changes made are immediately communicated to the pharmacy and records adjusted accordingly.
- ▶ Can eliminate the need for transcription and time spent on phone calls, faxes, and re-typing cardexes
- ▶ Drug orders are generated on The System and sent to the pharmacy, which are then prepared for same day delivery.
- ▶ All orders are fully traceable via The System.



# Reducing Costs by Improving Efficiency

- More than one third of a nurse's day is spent on administrative paperwork.
- Transcription and medication orders are among the most labour intensive, consuming between 14 and 30 hours per week, time that can otherwise be spent caring for residents

## Medication Ordering and Reporting

- ▶ Accurate maintenance of patient medication records and history
- ▶ Live online system can significantly reduce time spent on phone calls and faxes to and from GP and Pharmacy
- ▶ Once the GP changes the cardex, an order is generated for transmission to the pharmacy, allowing same day delivery.
- ▶ Appropriateness of prescription can often be assessed before GP leaves the home, eliminating further delays.

## Transcription

- ▶ No more need for manual transcription, patient's MAR is automatically updated.
- ▶ Print a HIQA compliant record at the touch of a button
- ▶ No space restrictions
- ▶ Detailed history log for each patient available at the patient's bedside allows for greater tracking of PRN medicines



# Better Medication Administration

## ▶ Ease of access to information

- Accessing patient files on the tablet device at point of care allows nurses and doctors to make informed decisions in a timely manner.

## ▶ Prevent Dispensing and Administration Errors

▶ A study carried out in the UK found the most common dispensing errors to be in labelling and content.

▶ Each pouch is labelled with a barcode that can be scanned at the bedside before administration.

▶ This allows the nurses to confirm the right patient, and the right medicine as shown by a photo of the pouch contents. Research has shown this can significantly reduce administration errors

## ▶ Information available includes

▶ Medicines given, date and time

▶ Medicines refused by patient, along with space for reasons why

▶ Usage of PRN medicines for each patient

▶ Drug Images incorporated for ease of tablet identification



# The TEN Rights of HIQA begin with RIGHT RESIDENT

## RIGHT DRUG

- Right Dose - eMAR prevents the risks associated with illegible handwriting
- Right Form + Route - Nurses must confirm route of administration. Approval of crushed and non crushed meds is also displayed on the software
- Right Time - Each pouch indicates clearly the time of day for administration, there is a prompt to ensure correct pouch is given. The system also displays the last time a medication was given.

## RIGHT ACTION

- Right Reason- Side effects, allergic reactions, ADRs and non-compliance must all be monitored and documented. Bedside access to all clinical notes is crucial for fully informed patient care.
- Right Response- The system allows for individual patient reminders, including missed doses and need for extra observations

## RIGHT DOCUMENTATION

- The barcode based system is individualised for each patient. All information relating to the individual is recorded online - scanning the barcode accesses the patient's file for consultation
- Medication administration must be signed by each nurse, with the eMAR this is done instantly.
- All interventions can be documented on the software system for future access on and off site by the prescribing GP.



# Management Reports - Real time information supports patient care and decision making.

- ▶ Reports can be run at any time. The system provides a complete description of a patient's history at the bedside.
- ▶ Details of medication rounds are easily accessed, including times of administration, and PRN medicines administered.
- ▶ Alarms can be set during rounds to remind staff to return to re-administer missed medications.
- ▶ Changes to prescription and non prescription items are carried out online, creating an automatic audit trail.
- ▶ Barcoded delivery system facilitates faster reconciliation of deliveries, time previously spent checking in stock can to be utilised to greater benefit
- ▶ Reports are available on hospital admissions, long term or short stay residents - allowing managers to see bed capacity at the touch of a button.



# Training and Support

- ▶ A pharmacist will be available throughout the transition period to provide training to all staff.
- ▶ Dedicated team and phone line to answer all queries
- ▶ HIQA compliant SOPs for use of software system
- ▶ Three monthly medicine reviews carried out by pharmacist
- ▶ Pharmacist available for on-site patient consultations and reviews.

# Why choose O'Sullivan's

- We provide a bespoke software package using the latest technology to create a team based approach to patient care and medicines management

- ▶ Dedicated care home dispensary and staff
- ▶ Online system lowers the risk of errors and improves overall medicines administration.
- ▶ A live cloud based programme ensures information is accurate and up to date
- ▶ Access to O'Sullivan's own out of hours pharmacy, until 11pm seven days a week.
- ▶ Easy reporting functions
- ▶ Access to billing system complete with online payment facilities



O ' S U L L I V A N S

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