

AGED CARE TODAY

Australia's leading aged services magazine
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DRIVING QUALITY CARE

How to build
a better ageing
experience

Minister Wells
reflects on progress
on the second
anniversary of the Royal
Commission's report

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ACCPA
RETURNS TO
FACE-TO-FACE
EVENTS

ACCPA!

Aged & Community Care Providers Association

Electronic medication prescribing systems reduce risk and improve efficiency.

Adapt and adopt but don't compare apples with oranges

The eNRMC offers many benefits, but ask questions before making your choice

Twenty-two years ago, I invented Jade Charts – the first computer-generated charting system designed specifically for residential aged care homes. This innovation combined technology and system design to make significant advances to the old manual charting systems.

James Milson Nursing Home was the first to adopt Jade Charts and we were all very excited when they received a Highly Commended evaluation from the Australian Government due to the innovation. So when the National Residential Medication Chart (NRMC) was implemented in 2014, our computer-generated RxMedChart was market ready and operational.

Jade Charts has now been superseded by more sophisticated systems and technological advancements, forming the end-to-end and interoperable Webstercare Medicare.

But the original purpose remains the same: to reduce consumer risk and improve system efficiency. For our partners already using Webstercare systems like MedSig, the transition is easy and supported.

Today we can connect the entire medication care team with Cloud-based, centralised medication profiles and seamless communication. All participants access one real-time 'single source of truth'.

Clinical information can be captured, updated and reported at any time, from anywhere. Resident profiles and charts are always current and accessible, the risk of error is minimised, complex processes are simplified, and less time is spent checking different sources of information.

The maxim of the right medication and the right dose, to the right patient at the right time, has never been so assured.

Improved consumer safety and workflow efficiency

Doctors love the new system because they can work from anywhere. The system provides mobile access to doctors and they, in turn, can send their medical orders from anywhere – even S8 medications like psychotropics are electronically prescribed and fully paperless. (I spoke with one aged care doctor who was able to change and maintain medication supply while in Europe.)

Pharmacists also love the system because it removes many sources of medication misadventure due to human error and significantly improves workflow efficiencies, especially in communicating with the aged care home via the system.

Aged care workers report greater confidence and less stress during medication rounds. They no longer need to scan and send medication charts to the pharmacy each time a medicine is dispensed or changed. Everyone wins with more efficient and accurate workflows. Medication orders are computer-

generated, not hand-written, so there is less chance for comprehension error.

All steps in the process are prompted and captured in real-time by the system. This leads to greater transparency, accountability and no intermediate manual steps or workarounds.

Medication data is gathered and analysed to improve overall governance by supporting monitoring, reporting, auditing and medication optimisation. This makes it easier to meet accreditation reporting responsibilities.

Managers will also have greater confidence that medications are being prescribed in line with best practice, regulation and policies, which is important for reporting and compliance.

Choosing your eNRC provider

It makes a lot of sense for aged care homes to transition to an electronic prescribing system, and the Department of Health and Aged Care has produced a useful Residential aged care services information pack for those that are ready to make the change.

When choosing an eNRC provider, the market is not homogeneous and it pays to ask questions to ensure you're not comparing apples with oranges.

To give you peace of mind, make sure your provider can fulfil the following requirements:

- All medicines, including S8s, can be prescribed without a paper-based prescription.
- Data access is real-time, supported by the Cloud, but can also operate offline in WiFi blackspots. This is especially important in rural and remote areas.
- It is an end-to-end system that supports direct communication between the aged care home, the prescriber and the pharmacist. Having to use phone, fax and standard email adds confusion and unnecessary steps in the process.
- There is flexibility in the type of medication packing systems available to meet the differing needs of consumers.
- There is interoperability throughout the system and its components.
- The functionality is streamlined so no need to log in and out of system components.

Gerard Stevens AM,
Pharmacist and Managing Director, Webstercare
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The new end-to-end, electronic medication solution for aged care.

Introducing Webstercare MedCare®

A platform connecting the entire medication team electronically, with one centralised, cloud-based medication profile. MedCare™ provides access to real-time clinical data; reducing risk and supporting compliance.

Medcare is now conformant with the Department of Health's eNRMC transitional arrangement.

*Placing the focus
on Quality Care*

MedCare™

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Nurses

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Pharmacists

electronic prescriptions dispensing



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