

# Omnicell's user friendly eMAR system reduces the risk of errors and improves patient safety across a care home group.



**Borough Care Group has 11 care homes across Stockport, Manchester. Teams of care staff deal with many complex medication regimes from residents with dementia to those who need short-term care and support to get back on their feet following hospital treatment.**

The Group wanted to make their medication management and administration process even safer and more efficient by investing in an eMAR system. After reviewing a number of eMAR systems, Borough Group decided to pilot Omnicell eMAR in one of their homes. Following on from a successful pilot two years ago, Omnicell eMAR has since been rolled out across the remaining homes. The final home the system will be installed in is an Active Recovery residential care home which homes residents with complex medication needs.

## The goals of implementation were to...

- introduce a user friendly system that would allow care staff to easily and safely administer medication on rounds.
- reduce the risk of human error during medication management and administration to improve resident's safety.
- replace a tiresome paper based system to ensure time wasn't wasted trying to understand illegible hand writing. This time can be redirected back to caring for patients.
- provide a robust audit trail that can track each medication that is dispensed.

Making medication administration **safe**  **simple**  **compliant** 



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## Benefits realised across Borough Group since introducing Omnicell eMAR



### Significantly decreased medications errors across the Group

The barcode scanning function ensures that drugs and doses are correct and that medication is given to the right person at the right time, every time.



### Simple alert and verification system

The bold alert system has helped the Group to reduce the risk of medication errors by prompting the staff with medication notifications and to include double signatures for controlled drugs.



### Medication champions

The Group's care team have transitioned really well from paper-based MAR sheets to an eMAR system which has been highlighted by the fact that some staff have become Medication Champions. Some of the care staff are so passionate about safe medication administration that they will take the time to help out if there is an issue.



### Clear audit and dashboard that can be accessed remotely

Provides management with a transparent and straightforward picture of medication administration. This can be accessed remotely which is a huge benefit for management of a Group.



### PRN medicines

As the exact time of medication administration is recorded on the system, the care staff know when exactly to administer the next dosage. This has improved the accuracy of administering PRN medicines across the Group.

### Partnership

The Group have been well supported by the pharmacy (RB Healthcare) and the providers of the system (OmniceLL) which has developed into a strong partnership. The pharmacy are always at hand for any queries and have provided additional training to the care team whenever required. The providers have developed a rolling cycle system specifically for the Group as the Active Recovery residential care home has a high turnover of residents.



At first our care staff found it a difficult to adapt to the new system as they were used to dealing with blister packaging rather than original packaging. Nevertheless Omnicell eMAR has been smoothly rolled out across the Group. This is a great team effort from our staff who have embraced the system and from the pharmacy and the suppliers of the system who have supported us with training and helped us to iron out any challenges that we have encountered along the way.



**Valerie Egan, Head of Care at Borough Care Group**

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