

BEDSIDE MEDICATION DELIVERY PROGRAM

ARN meeting
June 2, 2021

ABOUT THE PROGRAM



GOAL

- *To improve the workflow and communication around the process for patients obtaining their discharge medications from the MGH Outpatient Pharmacy, using Epic functionality*

STAKEHOLDERS

- *Nurses. Unit Coordinators. Case Managers. Providers. Inpatient pharmacists. Outpatient pharmacists. Patients and their care-givers.*

Implementation Plan

Pilot – October 2020 on Ellison 19 & White 10

Phased roll-out

January – February 2021 Ellison 7, White 7, Ellison 12

April – May 2021 Bigelow 9, Bigelow 14, White 8, White 9, Ellison 16

Summer 2021 OB and remaining medical units, timing TBD

Fall 2021 units TBD

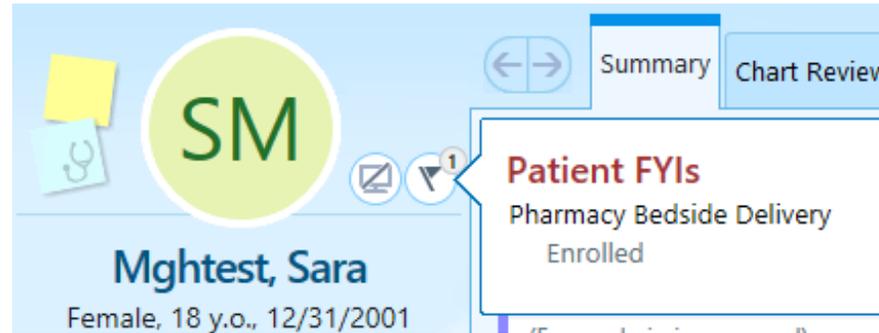
Project Leads for Implementation

Pharmacy: Fiona Cheung/Tas Spracklin

Nursing Informatics: Shelly Stuler

PROCESS OVERVIEW

Epic FYI flag indicates enrollment in program. Status in program can be viewed by any care team member in the Patient FYI section, or in the “RX Bedside Delivery Status” column on their Patient List



- ❑ Interdisciplinary rounds include discussion of patient’s discharge planning, including enrollment in this program
- ❑ Patient list columns are updated and viewed by the interdisciplinary team to indicate timing of patient’s discharge and status of prescription being filled

Rx Bedside Delivery Status	Definite Discharge?	Discharge Date/Time	Discharge order signed?
Out for Delivery	Yes	9/26/2020 9:00 AM	

NURSING WORKFLOW

Enrollment

- Discuss Bedside Medication Delivery program with patient/family
- Document Enrollment via Navigator (Admission or Discharge) or by double-clicking into the cell in the Patient List column

A screenshot of the software interface showing the 'Discharge' menu item highlighted with a red box. The 'Discharge' menu is located at the top right of the interface, next to 'Admission' and 'Transfer'. Below the menu, there is a section for 'Pharmacy Bedside Delivery' with a sub-section for 'Pharmacy Bedside Delivery Status'. A red arrow points to the 'Pharmacy Bedside Delivery Status' link in the left-hand navigation menu.

A screenshot of the 'Pharmacy Bedside Delivery Opt-In - Medication Bedside Delivery' interface. The interface shows a table with columns for 'Unit/Bed', 'Patient Name/Ag Sex', 'Code Status', 'Allergies', 'Primary Problem', and 'Rx Bedside Delivery Status'. The 'Rx Bedside Delivery Status' column is highlighted with a red box, and a red arrow points to it. Below the table, there is a section for 'Pharmacy Bedside Delivery Status' with a dropdown menu showing 'Enrolled', 'Not Interested', 'Rx Received', 'Out for Delivery', 'Delivered', 'Issues', and 'Unenrolled'. The 'Enrolled' option is selected.

Unit/Bed	Patient Name/Ag Sex	Code Status	Allergies	Primary Problem	Rx Bedside Delivery Status
		Full Code	Penicillins, Sulfa (Sulfonami...	Osteomyelitis (Additional Hospital...	—

NURSING WORKFLOW

1. Discuss enrollment during inter-disciplinary rounds
2. Communicate with Unit Coordinator about patient's discharge status
3. View the Rx Bedside Delivery Status column for updates on Rx status
 - Column will need to be added into "My List"
 - Status can also be viewed by hovering over Patient FYI Flag
 - NOTE: Pharmacy will also be viewing, updating and entering comments on Rx Status

The screenshot displays a section of the Epic EHR interface titled "Discharge Plan". It features a table with columns for patient identifiers (1430, 1431, 1434, 1440) and a "Pharmacy Bedside Delivery Status" column. A tooltip is shown over the "1434" status, providing details for a "Discharge Order" signed by an attending physician. The tooltip includes the following information:

- Discharge Order**
- 9/26/2020 (Evening)
- Signed by Attending Physician Inpatient, MD
- Pharmacy Bedside Delivery Status**
- Issues**
- out of stock
- Taken**
- Sara Melissa Chin, RPH
- 10/15/20 1430
- Recorded**
- Sara Melissa Chin, RPH
- 10/15/20 1431

Epic enhancement request to add new view for nursing to more easily see Status and Comments – expected with June release



CASE MANAGER WORKFLOW

1. Discuss enrollment during inter-disciplinary rounds

- NOTE: This program is available Monday – Friday, 9a-5p

2. Update the expected discharge date and time daily at rounds

UNIT COORDINATOR WORKFLOW

1. Manage the Definite Discharge Date
2. If needed, update the Expected Discharge Date date/time field to match Definite Discharge date/time
3. If needed, add the Rx Bedside Delivery Status column to your patient list

Discharge D/T	DD	Txf	Dest Bed	Trn
9/26/2020 9:00 AM	<input checked="" type="checkbox"/>	Yes		

Admiss Date	Tran Runr hour	CAM Documentation	Bedside Tablet	Exp Disch Date
	> 4			9/29/2020

✓ Up To Date

Expected Discharge **9/29/2020**
 Updated 0 hours ago by [redacted]
Double-click to update expected discharge.

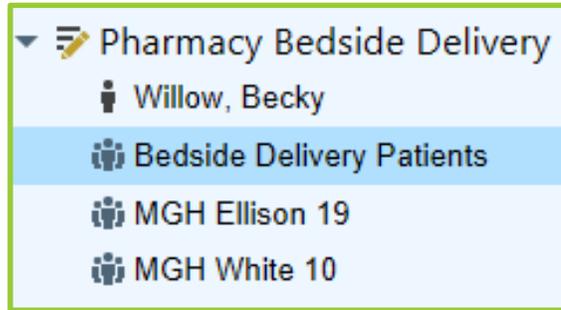
PROVIDER WORKFLOW

1. Discuss enrollment during inter-disciplinary rounds
 - Provider can ask ARN to enroll patient
2. Enter discharge medication orders (prescription)
 - BPA fires if MGH OP Pharmacy has not been selected
 - MGH OP pharmacy staff monitors list of enrolled patients and updates the pharmacy information in Epic
 - Enter prescription orders as soon as possible, at least 1-2 hours prior to discharge

PHARMACY WORKFLOW

1. Monitor enrolled patients through the “Bedside Delivery Patients” List

- Unenroll patient if transferred to a non-participating unit



2. Update the patient’s pharmacy to MGH Outpatient Pharmacy

3. Triage workflow based on “Definite Discharge?” “Discharge Date/Time” and “Discharge Order” columns, to process discharge prescriptions

Definite Discharge?	Discharge Date/Time	Discharge order signed?
—	9/28/2020	—
Yes	9/26/2020 9:00 AM	<input checked="" type="checkbox"/>

PHARMACY WORKFLOW

4. Update “Rx Bedside Delivery Status” as appropriate

- Note: any issues (PA needed, medication not available, etc.) will be primarily communicated via page/call to providers. Comments will be left as an FYI to other stakeholders

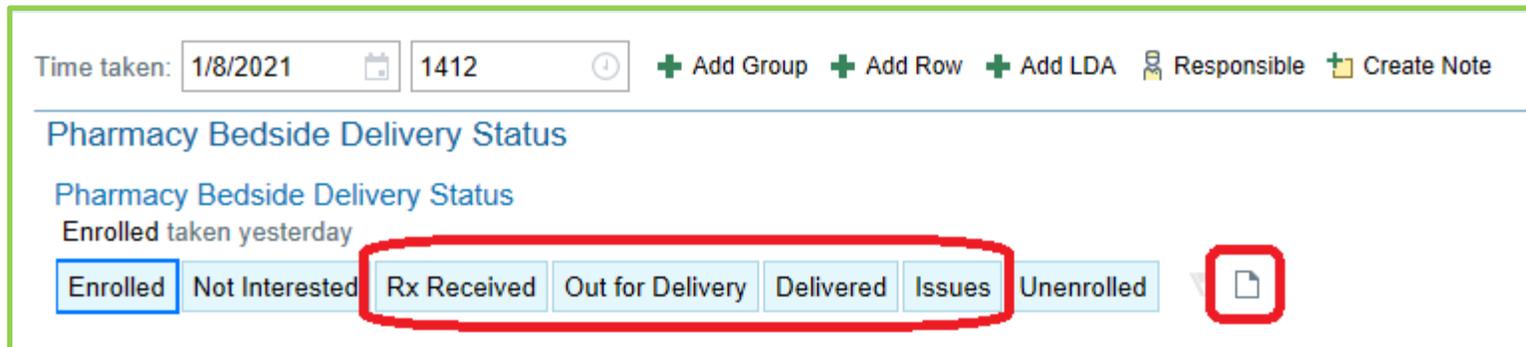
Time taken: 1/8/2021 1412 + Add Group + Add Row + Add LDA Responsible Create Note

Pharmacy Bedside Delivery Status

Pharmacy Bedside Delivery Status

Enrolled taken yesterday

Enrolled Not Interested Rx Received Out for Delivery Delivered Issues Unenrolled



PROGRAM SUCCESS

Patient Safety and Patient Satisfaction

- Ensures that patients receive their meds
- Payment for co-pay is taken by OP Pharmacy via phone or in person

ARN Workflow

- Improves communication between ARN and OP Pharmacy
- Keeps ARN from needing to wait at the OP Pharmacy
- OP Pharmacy communicates directly with Provider as needed (e.g., Prior Authorization)

Discharges

- Does not negatively impact discharge times