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.*

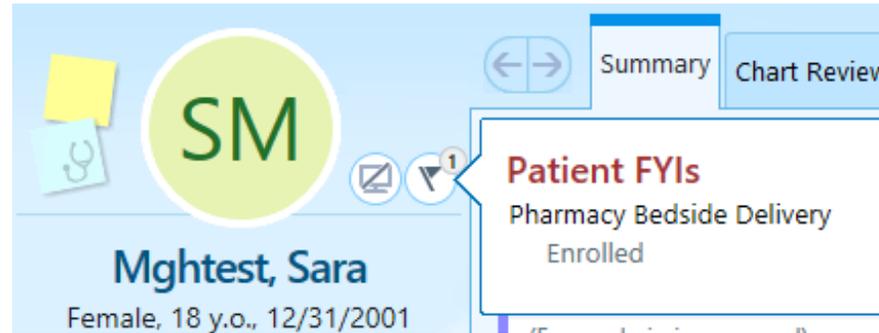| **Implementation Plan**	**Project Leads for Implementation**
Pilot – October 2020 on Ellison 19 & White 10	Pharmacy: Fiona Cheung/Tas Spracklin
Phased roll-out	Nursing Informatics: Shelly Stuler
January – February 2021 Ellison 7, White 7, Ellison 12	
April – May 2021 Bigelow 9, Bigelow 14, White 8, White 9, Ellison 16	
Summer 2021 OB and remaining medical units, timing TBD	
Fall 2021 units TBD	

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 inter-disciplinary team to indicate timing of patient's discharge and status of prescription being filled

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

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

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
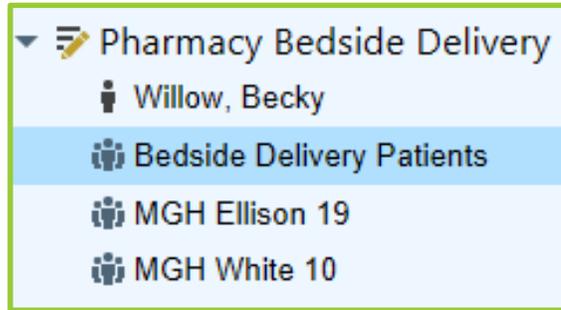
PROVIDER WORKFLOW

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	🟢

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
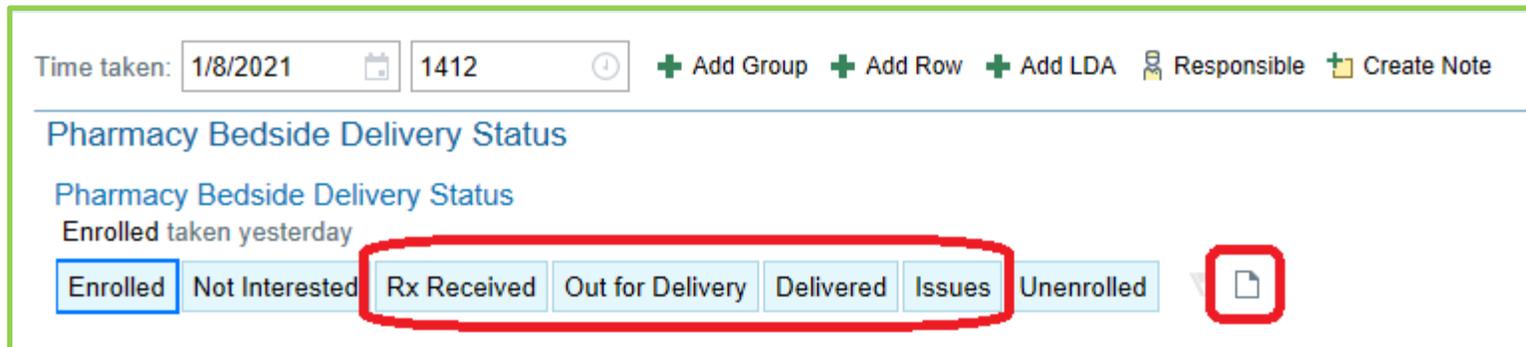
PROGRAM SUCCESS

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