



Paperless Medicine Management

Isle of Wight Pioneers the Way for Paperless Medicines Management

The Isle of Wight NHS Trust (IoW) together with JAC have successfully achieved a 100% paperless pharmacy service that reaches across multiple wards, locations and care settings to improve efficiency and patient care, as well as complete auditability, in one of the UK's most varied and technically impressive implementations.



The Isle of Wight is a long standing JAC customer, having initially implemented their Pharmacy Management module in 1988. In October 2010, the Trust approved funding to implement JAC's Electronic Prescribing and Medicines Administration (EPMA) and began an 18 month modernisation programme to migrate to a paperless medicines management environment.

“EPMA moves JAC from being a pharmacy system to a multi-disciplinary clinical support tool for the most common form of treatment – medicines”

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As a unique combined Trust that includes Ambulance, Acute, Community, Mental Health and Prisons, the EPMA record is continuous and seamless as patients pass between care settings, although HMP prisons doesn't use EPMA, the full dispensing history is available on admission, and any changes are immediately clear on discharge to the prison.

Gill Honeywell, IoW Chief Pharmacist, said, "The functionality and flexibility of the JAC system enabled the IoW Trust to integrate inpatient prescribing across a number of wards and specialist environments, including Mental Health, Emergency Department and Pre-operative Assessment Units as well as the operating theatres."

In addition to covering such a broad range of settings, three different types of automation (each with stock control interfaces to the pharmacy management system) have been put in place to accelerate dispensing processes.

The Trust are also using ServeRx ward-based automation system which enables them to dispense and re-order stock for the Emergency Department and their integrated GP out-of-hours service with little human intervention.

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Implementation of the JAC system has meant that prescribing and clinical verification of prescriptions is done electronically from any location and dispensing is 100% paperless. Stock is monitored and dispensed via bulk, dispensary and ward-based robots and nurses' administration and clinical notes are captured electronically to achieve an end-to-end solution.

The benefits of this approach include improved continuation of care post-discharge and a more seamless care delivery process which is targeting a reduction in hospital admissions. A cross-sector reablement service allows the IoW to e-mail the patients' TTOs to a secure central mailbox, and a community pharmacist continues the care with accurate and up-to-date information.

Steve Reggione, Business Development Manager at JAC, said, "The drive to roll out to such a wide range of care settings means that the trust can reap ever greater benefits from the system such as comprehensive and centralised reporting, transferring patients between settings with ease, and medicines reconciliation between primary and secondary care."

The response from both nurses and other users has been positive. Improved patient chart legibility coupled with ease of access to information - even from physically remote locations - not only encourages good practice but allows for shorter, more efficient ward rounds and improved patient care.

Achieving complete auditability has had enormous implications on workflow and processes within the Trust. Reduced wastage of medicines and the ability to track missed doses has resulted in cost savings through better care quality and safety. Workflow has dramatically improved and reports of saved time point to even more benefits from working within an electronic environment.

Gillian also commented that, "Paper charts have been a primary source of information for clinicians and could be accessed by the various staff involved, depending on the care scenario. Replacing patient paper charts with a software system is not easy or simple and no system is perfect, but the need to improve clinical documentation and make better use of patient data for better outcomes and patient care far outweighs the resistance to change.

Enabling varied clinical teams to easily access accurate patient information and results demonstrate that the benefits are far reaching and not limited to the pharmacy alone; the benefits are truly Trust-wide."

"Use of patient data for better outcomes and patient care far outweighs the resistance to change"

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