



JAC's EPMA Delivers ROI for the Tech Fund at Norfolk & Norwich



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The hospitals run by the Norfolk & Norwich University Hospitals NHS Foundation Trust aim to provide the best possible acute hospital care for a tertiary catchment area of up to 825,000 people. The Trust provides a full range of acute clinical services, including more specialist services such as oncology and radio-therapy, neonatology, orthopaedics, plastic surgery, ophthalmology, rheumatology, paediatric medicine and surgery.

Population catchment: ~825,000
 Total no. of beds: 1,300+
 Total number of users: ~7000
 Time from contract to go-live: 6 months
 Expected roll-out period: 18 months

What was the scope of your bid to the Tech Fund (Safer Hospitals, Safer Wards)?

The project's objective was to implement an electronic prescribing system across all wards and departments at both the James Paget and the Norfolk and Norwich hospitals for all staff who prescribe or administer medicines. Our goal was to drive dispensing processes and facilitate faster discharge through greater automation.

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Did consulting with the JAC user community beforehand help to accelerate the project?

Right from the outset we wanted to ensure that we would provide something beneficial. So we have spoken to existing JAC users that we know both locally and nationally to see how they've used the system, what pitfalls we could avoid, what the benefits were, and when they actually started to realise those benefits.

It was very important to have a sensible dialogue right at the start to get us thinking about how we were going to roll out the system, how we were going to use it, and at what stages we could start using particular aspects of it. We hoped that by learning from other users we would be able to make the implementation process as short as possible and start realising those benefits as soon as possible.

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Norfolk and Norwich University Hospitals
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How did you find and measure the system's value for money?

Right from the initial bid to the Tech Fund we needed to demonstrate that the EPMA package was going to improve safety and demonstrate value for money. We used the benefits calculator JAC provided to steer us in the direction of what sort of benefits we would be able to find - such as nursing time, doctors' time and reducing adverse incidents. We developed a tracker report which we submit to NHS England every three months to show that we are realising those benefits we identified in the business case.

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What benefits has EPMA delivered for the Trust?

Just one example was that just two hours after going live in the ward nursing staff were already saying that they could see the system saving them time in drug rounds, which would allow them to spend more time caring for the patients. Staff like it and they want to use it properly and successfully. We've also saved money in certain key areas and there are a lot of other benefits that we'll see further down the line.

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How did the clinicians feel about the pilot project?

Clinicians were eager to be a part of the EPMA pilot because they thought they would get good training and be able to pioneer the system. On the first day when it went live all staff had one-on-one support from our pharmacists putting them all at ease.

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How did the Trust manage the training requirements?

Training is a key part of the project because without it the system would fail. At Norfolk and Norwich and James Paget we've got over 7,000 staff to train, which is one of the reasons why we chose to use an e-learning package that had been developed by a JAC Trust in Cornwall to help deliver some of the training. It was also used to analyse the training needs and target those people that required more support throughout the implementation of the project.

Has the project been a success?

The power of the data that we are able to get out of the JAC system and the benefits that it brings is amazing. Every drug chart is now available electronically from anywhere in the hospital, so staff no longer have to manually search for a chart and send it to the pharmacy or back to the ward where the patient needs the medication. The benefits are endless, and I think we will demonstrate a wonderful return.

To watch short videos of Carol, James and other JAC customers talking about their experiences with EPMA, visit the JAC website.