



CASE STUDY

BUSINESS CASE: SES ENGAGEMENT IN BENDIGO HEALTH'S ELECTRONIC MEDICAL RECORD PROJECT

EXECUTIVE SUMMARY

Strategic Executive Solutions, a part of the ARIS ZINC GROUP, was tasked with providing the necessary expertise to establish medication management within the Electronic Medical Record (EMR) system for Bendigo Health. This project was in line with the development of the largest regional hospital in Victoria, the Bendigo Hospital Project, which would cater to over 300,000 people.

The Strategic Executive Solutions consultant worked closely with Bendigo Health, defining the scope of medication management in the EMR system, reviewing hospital policies and procedures, and liaising with regulatory authorities regarding legal issues in relation to electronic prescribing. They recommended appropriate decision support and clinical workflows for electronic prescribing, defined patient-related information and notification for patient medication alerts, assisted in defining medication orders for clinicians, developed standard order sets and order favourites, implemented the hospital formulary within the EMR, defined medicines reference material for duplicate therapy, drug-drug interactions, and drug dosage, reviewed equipment requirements for medication dispensing and drug administration, and assisted in developing discharge medication protocols.

Strategic Executive Solutions delivered value for money services, ensuring appropriate supporting systems were available to meet the requirements of the EMR, legislative requirements were met, policies and procedures relating to Medication Management were incorporated in the EMR, and a focus on patient safety was maintained via a planned reduction in Adverse Drug Events. The implementation of medication management within the EMR system has improved the efficiency of medication administration, reduced medication errors, and ultimately improved patient outcomes.

Project Overview:

Bendigo Health is a regional Health Service supporting a population in excess of 300,000 covering 26% of the state of Victoria.

The Bendigo Hospital Project is the largest regional hospital development in Victoria. It has delivered a world-class regional hospital incorporating the latest design and technology solutions, in a tranquil and caring environment.



The new facility has the capacity for 372 inpatient beds, 72 same-day beds, 11 new operating theatres, an integrated cancer centre, an 80-bed psychiatry services facility, a parent-infant unit, a helipad, and a multi-deck carpark.

Strategic Executive Solutions was engaged by Bendigo Health, a regional Health Service in Victoria, to provide strategic consultancy services for the establishment of Medication Management within the Electronic Medical Record (EMR) system of the new Bendigo Hospital. The consultant from Strategic Executive Solutions was responsible for defining the scope of medication management, reviewing policies and procedures, liaising with regulatory authorities, recommending appropriate decision support, defining patient-related information, assisting in defining medication orders, developing standard order sets and order favourites, implementing the hospital formulary, defining medicines reference material, reviewing equipment requirements, and assisting in developing discharge medication protocols.

Our Service:

Implementing the Electronic Medical Record (EMR) system for use with the new Bendigo Hospital and associated clinical services.

Strategic Executive Solutions was selected to provide the strategic consultancy services associated with establishment of Medication Management within the Electronic Medical Record (EMR).

Our Approach:

- ❖ Defining the scope of medication management including medication reconciliation, electronic prescribing, and medication administration in the EMR
- ❖ Reviewing hospital policies and procedures relating to medication management.
- ❖ Liaison with regulatory authorities re: legal issues in relation to electronic prescribing
- ❖ Recommending appropriate decision support and clinical workflows for electronic prescribing of medications, including for Adverse Drug Events
- ❖ Defining patient related information and notification for patient medication alerts
- ❖ Assist in defining medication orders for clinicians
- ❖ Development of standard order sets and order favourites
- ❖ Implementing the hospital formulary within the EMR
- ❖ Defining medicines reference material for duplicate therapy, drug-drug interactions, and drug dosage
- ❖ Review equipment requirements for medication dispensing and drug administration including the potential for Automated Drug Cabinets (ADCs)
- ❖ Assist in developing discharge medication protocols

Service Results:



- ❖ Strategic Executive Solutions delivered value for money services and specialist expertise, resulting in the following payouts:
- ❖ Meeting EMR requirements: The consultant from Strategic Executive Solutions ensured that appropriate supporting systems were available to meet the requirements of the EMR system for medication management.
- ❖ Compliance with legislative requirements: The consultant ensured that the EMR system for medication management met all the legal requirements, including liaison with regulatory authorities.
- ❖ Incorporating policies and procedures: The consultant ensured that the policies and procedures relating to medication management were incorporated in the EMR system.
- ❖ Improved patient safety: The consultant maintained a focus on patient safety by planning a reduction in Adverse Drug Events through recommending appropriate decision support and clinical workflows for electronic prescribing of medications.

Outcomes Achieved:

Strategic Executive Solutions delivered value for money services and specialist expertise to the overall establishment of Bendigo Health Medications Management within the EMR

- ❖ Ensured appropriate supporting systems were available to meet the requirements of the EMR
- ❖ Ensured legislative requirements will be met by the EMR
- ❖ Ensured policies and procedures relating to Medication Management are incorporated in the EMR
- ❖ Maintained a focus on patient safety via a planned reduction in Adverse Drug Events

Conclusion:

Strategic Executive Solutions provided valuable strategic consultancy services to Bendigo Health for the establishment of Medication Management within the Electronic Medical Record (EMR) system of the new Bendigo Hospital. The consultant ensured that the EMR system met all the requirements, complied with legislative requirements, incorporated policies and procedures, and improved patient safety through planned reduction in Adverse Drug Events.