

QuickMAR  
by PointClickCare®



Helping Your Community Achieve  
Excellence in Medication Administration

## The Adoption of Medication Management Technologies

The senior care industry and other residential care providers are seeing tremendous progress as medication management continues to move from paper-based processes to the adoption of technologies. Implementing an eMAR solution, short for Electronic Medication Administration Record, offers improved workflow and standardized administration practices. A typical care community will see positive impacts on resident safety and efficiency but those gains tend to plateau quickly. To truly achieve excellence in medication administration and ace your next State Survey, a community must look beyond the med pass to their entire medication management practices and take full advantage of all the tools their medication management solution has to offer.

This report discusses best practices to get the most benefit from your eMAR system and demonstrates key advantages from moving off paper-based solutions. It's based on insights we learned from supporting over 12,000 communities and 500 pharmacy partners that rely on PointClickCare and QuickMAR to streamline their medication management operations.

This report looks beyond the traditional med pass and explores 6 medication management best practices that are easy to implement with an eMAR. It will help your community achieve the highest standard in resident safety.

### It All Starts With Accuracy

Proper medication management starts by having an accurate medication profile for every resident. This process is greatly simplified if your eMAR interfaces with your pharmacy partner, enabling data to flow from the pharmacy's dispensing system to your eMAR in real-time. This saves your staff time and ensures accuracy with new orders, changes, or discontinuances.

Before the order leaves the pharmacy, it goes through at least two quality checks. The pharmacy technician who entered the order verifies the data against the doctor's order. Then, a pharmacist reviews the order to again ensure its accuracy. Additional checks are put in place for the fulfillment and delivery team.

Pharmacy integration ensures accuracy through the entire medication management life cycle.





## #1 Order Review

Orders flow from the pharmacy to your eMAR system automatically making them available for a review and approval by a nurse or other authorized staff. The review process provides one more quality check and makes staff aware of changes to medications or their instructions, start date, administration time, etc. Once the order is approved, the system will automatically schedule the medication for the resident's med pass, ensuring accuracy throughout the entire process. Depending on the eMAR software you choose, orders can even be reviewed and approved by supervisors who work remotely or are located off-site which speeds up the approval process when staff serve multiple locations.

Be able to easily monitor for changes throughout the day and respond quickly when an order needs to be reviewed and approved. Even for a large facility, this process should only take minutes.

## #2 Enhance Compliance with Reminders and Alerts

Even though an eMAR system streamlines the process of passing medications, staff in your community are busy assisting other residents and sometimes they get distracted. Proactive reminders and alerts make staff aware when they have a medication to administer. This is especially helpful when administration events occur at irregular times. Alerts also notify supervisors when an important activity is due so that they can follow up and ensure staff comply.

## #3 Pay Close Attention to Controlled Substances

Detecting potential abuse or diversion of controlled substances can be difficult, especially when they are PRN. Your eMAR should make it easy for supervisors to see all of the PRNs given in a desired date range and help them spot unusual activity such as spikes in usage. It is also helpful to look at which staff passed the meds to see if there are differences between shifts, or that proper witness signatures were obtained when meds were administered.

## #4 Regularly Review Missed Meds and Other Variances

While use of an eMAR greatly reduces the occurrence of medication errors, setting up a protocol of regular checks and balances will help your community achieve the highest standard in resident safety. It is important for supervisors to regularly check for missed medications at the end of a shift or the start of each day, looking for errors from the previous period. Investigating a missed medication from a week or month ago is much more difficult because details and events can be forgotten.

Sometimes a gap exists in a resident's MAR for a legitimate reason, such as the refusal to take a medication. These scenarios can be documented during the med pass so that they do not appear as errors later. A gap without supporting documentation should be investigated immediately while the information is fresh. This involves talking with the staff and resident and looking at the unit dose packaging to determine if the medication was dispensed. The supervisor can then correct the administration record as necessary or document the error and determine what preventative measures are necessary to ensure that it doesn't happen again.

**Variance reports quickly draw an administrator's attention to potential problems such as meds administered late, missed meds, and orders pending review.**

Your software should ensure that every change, insertion or deletion of a med administration is logged. Permissions should be limited to appropriate staff, managers, and caregivers. Too many holes in the MAR or too much 'after the fact' activity can be a sign of poor med management practices or an indicator of other potential problems.

## #5 Look For Unusual Administration Patterns

Inventory tracking may be required by your state and is a good best practice for controlled substances to reduce diversion. Depending on your eMAR, dashboards and reports can alert supervisors when there is a discrepancy between the physical inventory and the control totals managed by the system. Shift-change logs can further help identify when staff forget to do their counts at the end of a shift.



## #6 Monitor Seldom Used Medications

**Expiring Medications** - Infrequently used medications may expire before their supply runs out. Tracking the expiration date of medications in your eMAR software helps staff identify when a medication has expired before it is inadvertently administered to a resident. Also running Expiry Reports at regular intervals helps your team anticipate expiring meds and reorder them as necessary.

**Unused PRNs** - Resident's needs change over time and there is cost and risk associated with maintaining medications that are no longer needed. Periodically running reports that show PRNs not given over a period of time is a best practice that helps your team identify medications that may be able to be discontinued and properly disposed.



## Conclusion

Ensuring resident safety and maintaining survey-ready medication administration records can be accomplished in just minutes each day with the right platform. We invite you to schedule a demo today and learn how PointClickCare and QuickMAR can help.

## Partnering with PointClickCare and QuickMAR

Since 2000, PointClickCare has led the way in creating cloud-based solutions that solve the challenges facing senior care providers and other long-term care communities. More than 21,000 communities rely on us every day to transform the way they care for their residents. Our solutions go beyond medication management and can help your organization manage assessments, care plans, infection control, care coordination, billing and more.

## Why We Do What We Do

We believe technology is the key to solving the global healthcare challenge. We are committed to transforming care in order to make a meaningful impact on the lives of millions.

For more information or to request a demo, please go to [www.quickmar.com/demo/](http://www.quickmar.com/demo/)