

**CASE STUDY** GEORGIA REGENTS HEALTH SYSTEM

## Improving Patient Safety through Positive Patient Identification and Bar Code Medication Administration

**CHALLENGE:**

As part of the GRHealth’s clinical application strategy and the need to meet Meaningful Use objectives, GRHealth’s wanted to implement barcodes on patient armbands upon admission to GRU, including the Emergency Department. In addition, one of the hospital Meaningful Use Stage II requirements is: to automatically track medications from order to administration using assistive technologies in conjunction with an electronic medication administration records (eMAR). This initial step of providing barcodes on the patient armband enables nurses and clinicians the ability to scan and verify patient identification prior to administering medications. This important patient safety initiative has proven to decrease medication administration errors that are scanned at the point of care prior to administration.

**SOLUTION:**

The goal of this engagement was to meet the Meaningful Use Stage II requirement for automatically tracking medications. The measure is: more than 10 percent of medication orders by authorized providers of eligible hospitals (EH) or Critical Access Hospitals (CAH) inpatient or emergency department (POS21 or 23) during the EHR reporting period for which all doses are tracked using eMAR for EHs and CAHs.

Encore provided a Senior Clinical Business Analyst to act as the Clinical Transformation Lead for Positive Patient Identification and Bar Code Medication Administration. Since this project was focused on patient safety and not just meeting MU measurement, Encore focused on developing and documenting workflow, creating training materials, providing training to the facility educators and ensuring adoption.

Encore used its standard Project Management and Change Management methodologies. Deliverables for this engagement included:

- Documented medication administration workflows
- Development of test scripts and executing unit and application testing
- Provision of multiple references related to nurse efficiency with medication administration based on devices provided
- Developed training materials, including a video highlighting workflow and the use of Care Admin
- Project Transition and final project report

**RESULTS:**

GRHealth was able to achieve the goal of meeting the Meaningful Use Stage II requirement for automatically tracking medications. The bar code scan compliance rates were in the high 80% across the Emergency Department, Children’s Hospital and the Adult Hospital. The MU measure was met and exceeded with compliance in the 30% range. Here is what the GRHealth team said about the Encore consultant on the engagement:

“A pleasure to have you when we needed a calm and seasoned analyst to run an important project. You have contributed to better patient safety and care, nursing productivity, and positive organizational dynamics”. Annamalai (Anna) Ramanathan, Director Clinical Transformation 



**ABOUT GEORGIA REGENTS HEALTH SYSTEM**

Georgia Regents Health System (GRHealth) is a world-class healthcare network, offering the most comprehensive primary, specialty, and subspecialty care in the Augusta, Georgia area. As a not-for-profit health system that manages the clinical operations associated with Georgia Regents University (GRU), Georgia Regents Health System includes the 478-bed Georgia Regents Medical Center; the Georgia Regents Medical Office Building, with more than 80 outpatient practice sites in a single setting; the Critical Care Center, housing a 13-county regional Level I trauma center; the 154-bed Children’s Hospital of Georgia; and a variety of centers and units, such as the Sports Medicine Center and Georgia Regents Radiation Therapy Center.

