# **Indian Health Service**

ENHANCING PATIENT CARE THROUGH CLINIC BCMA AND ADC PROFILING ACROSS MULTIPLE DEPARTMENTS AND SPECIALTIES: A COMPREHENSIVE APPROACH TO IMPROVING MEDICATION SAFETY AND EFFICIENCY

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# Acknowledgements & Disclosures

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CDR Sukhlall and LCDR Davis are employed with the Indian Health Service as pharmacists at the Phoenix Indian Medical Center, Phoenix, AZ.

CDR Owens is employed with the Indian Health Service as a pharmacist at the Whiteriver Service Unit, Whiteriver, AZ.

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No disclosures

# Objectives

- Discuss the deployment of Clinic BCMA in various departments/clinical settings
- Describe profiling of Automated Dispensing Cabinets (ADC) and the role in patient safety
- Summarize the benefits of technology integration in medication safety and patient care

# Background-BCMA

#### What is BCMA?

- BCMA standards for Bar Code Medication Administration
- a point-of-care application for validation of medication administration that supports "real-time" recording of medications administered
- Ensures "The Seven Rights"
  - Right Person
  - Right medication
  - Right dose
  - Right route
  - Right time
  - Right Reason
  - Right Documentation



# Background -BCMA

#### What are some BCMA support functions?

- Identification of the patient by scanning a barcoded wristband
- Recording administration of scheduled medications including topical, unit dose, IV push, and IV piggyback medications
- Recording administration of PRN Medications
- Placing an order and recording administration of STAT medications in emergent situations utilizing the "CPRS Med Order" button
- Recording administration and management of continuous IV Fluids including quantifying bags used and start/stop times

- Prevention of incorrect administrations by positively identifying medications with bar codes
- Generation of lists of due medications
- Generation of "missed" medications (i.e. those not recorded as administered when due)
- Generation of medication variance reports for quality improvement
- Generation of unable to scan reports which tracks by passing wrist or medication scanning
- Recording and reporting on PRN effectiveness
- Requesting missing medications electronically



# Goal of BCMA

•Published literature has demonstrated evidence of reduction of medication errors

#### *Effect of Barcode-assisted Medication Administration on Emergency Department Medication Errors*

 A total of 1,978 medication administrations were observed (996 pre-BCMA and 982 post-BCMA). The baseline medication administration error rate was 6.3%, with wrong dose errors representing 66.7% of observed errors. BCMA was associated with a reduction in the medication administration error rate to 1.2%, a relative rate reduction of 80.7% (p < 0.0001). Wrong dose errors decreased by 90.4% (p < 0.0001), and medication administrations with no physician order decreased by 72.4% (p = 0.057).</li>

# Evaluation of Need

- Reviewing medication error data for year (2023) prior to BCMA implementation in the ED
  - Incorrect patient: 50% of all wrong patient errors occurred in the ED
  - Wrong Dose: 82% of wrong dose errors reported occurred in the ED
  - No Provider order: 100% of no provider order errors reports occurred in the ED
- Post implementation monitoring ongoing

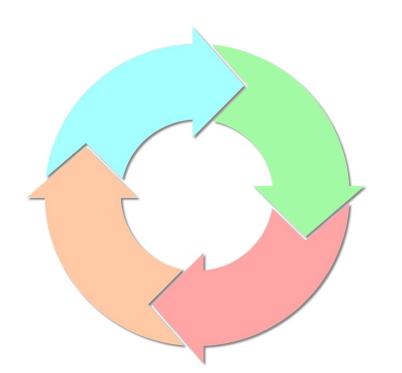
#### Planning and Preparation

- Identifying needs and goals
- Stakeholder involvement

#### **Implementation Phases**

- Initial Setup and Adjustment
- Training Staff
- Pilot Testing and Adjustment

- Technical Issues
- Staff Adaptation and Compliance





#### **Planning and Preparation**

- Identifying needs and goals
  - Equipment
  - Software installation
  - Policies
  - Set expectations
- Stakeholder involvement
  - Nursing
  - Providers
  - Pharmacist
  - IT

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#### **Implementation Phases**

- Initial Setup and Adjustment
- Training Staff
- Pilot Testing and Adjustment





# Drug File Clean Up

Correctly set up the pharmacy files, inpatient wards, and inpatient users to prepare the site for BCMA implementation.

Some Drug File areas to review (but not limited to):

- $\circ$  Dosage Forms
- Medication Routes
- Administration Schedules
- Drug Synonyms

Looking for inconsistencies and mismatches to the orderable item and the national drug file, to address issues that may lead to program errors

- Remediation may include re-matching the drug to the National Drug File or to a new, or different, Pharmacy Orderable Item
- Duplicate entries removed, package assignments reviewed

# Make Decisions ...

...and be consistent

- •Example: Determine how to build your IV fluid bolus quick orders. Are they IV Piggybacks (infuse over xx min) or Admixtures (rate ml/min) or as a Unit Dose (special use considerations)? This will determine how it is displayed in BCMA.
- •What you choose for one ward should be the same throughout patient care areas



Identify staff to be involved (Nursing, Pharmacy, Informatics, IT) and roles they will serve

- $\circ$  BCMA Training & Implementation Team
- o BCMA End Users
- o BCMA Super Users
- o BCMA Coordinators

Information Technology

- Configures RPMS and BCMA Clients in collaboration with BCMA Coordinator
- Loads BCMA Clients to identified workstations
- Configures printers and scanners
- Maintains workstations and equipment
- Manages equipment failure for workstations, printers, and scanners
- Assigns appropriate BCMA keys and menus in collaboration with BCMA Coordinator to BCMA users, super users, coordinators, and pharmacists.

#### **Inpatient Pharmacy**

- Conducts continuous drug file monitoring and troubleshooting
- Scans all medication bar codes into the drug file
- Maintains the synonym file
- Maintains EHR medication quick orders and medication quick order menus
- $\,\circ\,$  Verifies that medications display correctly in BCMA and on the virtual due list
- Ensures that all medications have an appropriate medication bar code prior to administration
- Manages scanning failures
- $\,\circ\,$  Monitors the use of the CPRS med order button

#### Nursing

- Develops and implements processes to improve the safety and efficacy of medication management processes associated with BCMA
- $\circ$  Understand how the software functions and how pharmacy's finishing of orders affects what appears in BCMA
- $\circ$  Understand how to run reports pertinent to daily activities
- $\ensuremath{\circ}$  Individual who uses BCMA for medication administration in a patient care setting
- $\circ$  Serves as a support resource to other BCMA users

# Pilot Testing and Adjustment

Inpatient Go-Live in 2013- months of preparation, testing, adjustment and years of application.

- ED Go-Live in 2024 transitioned almost seamlessly
- $\circ$  Coordinators, super users, and end users in place
- $\circ$  Staff familiarity with BCMA on inpatient Unit
- $\circ$  Preparation completed with inpatient go-live

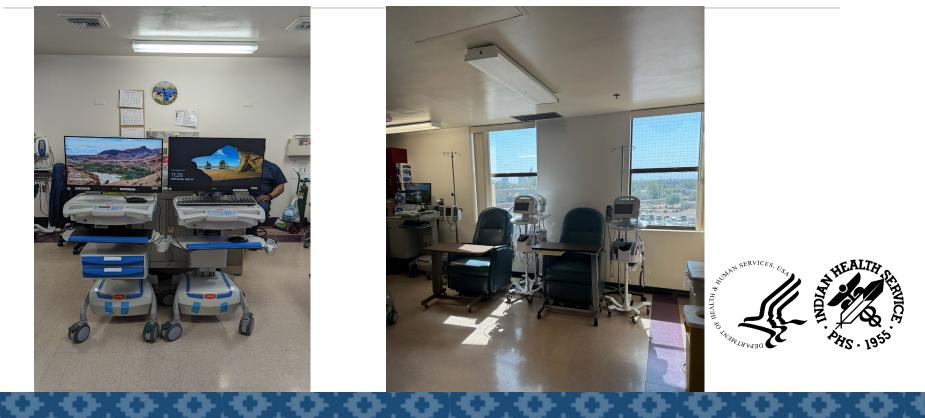
# BCMA Deployment in Various Departments: Oncology/Infusion Clinic

•Go-live September 2023 after beta testing complete

- Relatively small number of patients but highest- risk area
- •SWOT Analysis
  - Strengths: small and dedicated nursing staff (n=3); highly skilled and specialty trained staff
  - Weaknesses: Predisposed to follow individual processes versus system-wide processes
  - Opportunity: optimize drug files, create quick orders for chemotherapy, develop ordering menu for ancillary medications
  - Threats: confined working space, limited storage areas



# BCMA Deployment in Various Departments: Oncology/Infusion Clinic



Þ	Procedure Room (Chemo and Infusion) Order Menu
IV Fluids	Chemotherapy/ Immunotherapy
Normal Saline 500 ml IV Bolus	AdoTrastuzumab in 250ml NS
Normal Saline 1000 ml IV Bolus	Bevacizumab in 100ml NS
	Bortezomib SQ
Dextrose 5% 500ml IV Bolus	
Dextrose 5% 1000ml IV Bolus	Carboplatin in 250ml NS
	Cyclophosphamide in 250ml NS
Antiemetics/ GI	Docetaxel in 250ml D5W
Dexamethasone Tabs	
Dexamethasone 12mg IV Piggyback.	Doworubicin IV Push
	Gerncitabine in 250ml NS
Famotidine 20mg/50ml Premix	Nivolumab in 100ml NS
Fosaprepitant 150mg in 150ML NS	
	Oxaliplatin in 500ml D5w
Ondansetron 4mg Tab	PACLITAGEL IN 250ML NS
Ondensetron 8mg IV Piggsback	Pembrolizumeb in 100ml NS
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Ondansetron 8mg Dex 12mg in NS 50	Irinotecan in 500ml D5W
sense users may as a fally if he so	vinBLAStine IVP
Palonosetron 0.25mg IV Push	Traduzina In 250 NS
	Traduzumad in 200 Na
Prochlorperazine 10mg Tabs	
Antihistamine	Mise Agents
Cetirizine 10mg Tab	Atropine 0.4mg/1ml Vial
diphenhydrAMINE 25mg Cap	Anophie Comprise
diphenhydrAMINE 50mg/1ml Inj	
hydrOXYzine 10mg Tab	
hydr0XYzine 25mg Cap	Outpatient Infusion Reaction Orders
Antiinflammatory/ Pain	
Acetaminophen 650mg PO	
methyIPREDNISolone (Solu Medrol) 40mg/1ml Vial	
methylPREDNISolone (Solu Medrol) 125mg/2ml Vial	
Colony Stimulating Factor	
Filgrastin 300mcg Subcutaneous	PI Patient Information SO Select
Filgrastim 480 mcg Subcutaneous	
	DU Detient Descrid Hedete NO New Or
Pegfilgrastim 6mg Subcutaneous	PU Patient Record Update NO New Or
Electrolyte/ Mineral Replacement	Select Action: Quit// 2
Magnesium Sulfate 2gm IVPB Over 2 Hrs	
Potassium CI 10meg IV (K. Rider)	
Iron Sucrose 300mg IVPB q.o.day x 3 doses (900mg total)	Cannot process an Aut-patient Unit Dece order for
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## BCMA Deployment in Various Departments: ED Department/Urgent Care

#### Determine equipment needs

- WOWs (workstation on wheels)
- Scanners
- Carts
- BCMA application is configured on WOWs and desktops
  - Training room is configured for BCMA



View Reports Due List Tools Help





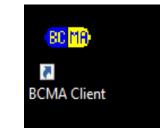
## BCMA Deployment in Various Departments: ED Department/Urgent Care

cee Medication Log Medication Admin History Allergies CPRS Med I

le View Reports DueList Tools Help

- Identify "Super users"/ Experts
  - Pharmacist
  - Nurses
- Training Coordination
  - Educators
  - Computer based learning
  - Live demonstration







### BCMA Deployment in Various Departments: ED Department/Urgent Care

#### Develop a roll out schedule Week of: March Week of April 1<sup>st</sup> Identify ED Computer Status update: Verify Support In-person . Go Live Date Super users module training •Relias Staff Shifts training starts assigned in Identify completions? RELIAS ICU/3E/FP Check-in Support • Put out the Sign up for sign-up sheet Support Shifts



Developed by LCDR Sunny Rae Carranza and ED nursing leadership

# BCMA Deployment in Various Departments: Other Settings

#### **OB Triage:**

• Similar process to implementation of ED/clinic

#### Radiology:

- Drug entry and order such as contrast
  - outpatient vs inpatient

#### **Day Surgery**

- Delayed orders
- Clinic orders



# BCMA Deployment in Various Departments: Day Surgery (Future)

- •Added complexity and layers with each additional area using BCMA
- •Pre-op conditions: inpatient or outpatient
- •Consider entirety of patient flow through the healthcare system
- •Lay the framework: transition from paper to EHR order entry

### **BCMA** Deployment in Various Departments: Day Surgery (Future)

#### 1000 Lale. COVID 158 outre

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#### CLINICAL RECORD PREOPERATIVE DOCTOR'S ORDERS

"AUTHORIZATION IS GIVEN FOR COMPLETING ORDER BY ISS STAFF WHEN BOX OPPOSITE OF ORDER IS CHECKED" "HYBRID RECORD, REFER TO E.H.R COMPONENT FOR POSSIBLE ADDITIONAL INFORMATION."

ALLERGIES: (PT. WEIGHT: kg) PRE-OPERATIVE WORK-UP ORDERS HEMATOLOGY AND COAGS: CBC □ PT/INR/PTT CHEMISTRY: K+ CHEM-7 CMP LIVER PANEL TSH BETA-HCG BLOOD BANK: TYPE & SCREEN MATHEMAN TYPE & CROSS MATCH AND CONTRACTOR URINE: DUA URINE HCG URINE DRUG SCREEN (UDS) MISCELLANEOUS: EKG CXR OTHER PRESURGERY SCRUB PROVIDER'S SIGNATURE/DATE/TIME SAME DAY SURGERY ORDERS (MORNING OF SURGERY); ALL LABS TO BE DONE STAT

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- C OTHER

## BCMA Deployment in Various Departments: Day Surgery (Future)



Status	Ver	Type	Medication/Solutions	Infusion Rate	Route	Admin Time	Last Action	DCMAA
	-	oc	OPROFLOWON 40060.00W PU SOLN OPROFLOWON 400KG PREMIX 200 ML PPOS SUPPLYGIVE IN SDS ONLY	INFUSE OVER 60 Minutes, SDS PRE-OP	IVP8			BCMA

Infusion	CIPROFLOXACIN 400MG/D9W INJ,SOLN 200 mLIVPB INFUSE OVER 60 Minutes SDS PRE-OP PVXIS SUPPLY ===GIVE IN SDS ONLY=== "UNSIGNED"	EHR

## BCMA Deployment in Various Departments: Day Surgery (Future)

•Scanning of preop medications

- •Documentation of antibiotic times
- •Allows for pharmacist prospective review

•Enhance patient safety

- Technical Issues
- Staff Adaptation and Compliance





- Technical Issues
  - Scanner malfunctions and WiFi issues --> IT work orders
  - Drug entry -->Informaticist entering into drug file/ADC formulary
  - Synonym-->New drug linking by pharmacist
  - Missing documentation -->Enter a note or edit med log
    - Stop times for IV Piggybacks



- Staff Adaptation and Compliance
  - Run override reports in BCMA-->unable to scan
  - Missed medication report
  - Not all BCMA reports function for the clinic setting
- Clinic definitions and parameters
  - Automatic stop dates
  - Consider future clinic needs





# Enhancements: Adding start/stop time for infusions

Reports →Med Admin Log (BCMA)--> select date range (IV Medications will have a comment with

leports (For Radialogy, click on "Imagin	ต่า								
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# Enhancements: BCMA Site Parameters

BCMA Site Parameters

#### **IV Peripheral Line**

cility Parameters Default Answer Lists IV Para	meters   IH2
efault Answer Lists	
List Name:	
 Injection Sites	Save List
Item	^
Buttocks: Right	
Deltoid: Left	
Deltoid: Right	
Epidural	
Forearm: Left	
Forearm: Right	
Gluteus Medius: Left	
Gluteus Medius: Right IV: Central Line	
IV: Central Line IV: Peripheral Line	
IV: PICC Line	
IV: Portacath	
IV: Saline Lock	
Other: See Comments	
Thigh: Left	
Thigh: Right	
Uterine Pressure Catheter	
Vastus Lateralis: Left	
Vastus Lateralis: Right	
Ventral Gluteal: Left	
Ventral Gluteal: Right	
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# Enhancements: BCMA Site Parameters

#### Option A:

Site Name- A	Character Length
PIV: Antecubital Left	21
PIV: Antecubital Right	22
PIV: Foot Left	14
PIV: Foot Right	15
PIV: Forearm Left	17
PIV: Forearm Right	18
PIV: Hand Left	14
PIV: Hand Right	15
PIV: Mid Upper Arm Left	23
PIV: Mid Upper Arm Right	24
PIV: Wrist Left	15
PIV: Wrist Right	16

#### Option B:

50000	
Site Name- B	Character Length
IV: Peripheral AC Left	22
IV: Peripheral AC Right	23
IV: Peripheral Foot Left	24
IV: Peripheral Foot Right	25
IV: Peripheral Forearm Left	27
IV: Peripheral Forearm Right	28
IV: Peripheral Hand Left	24
IV: Peripheral Hand Right	25
IV: Peripheral Upper Arm Left	29
IV: Peripheral Upper Arm Right	30
IV: Peripheral Wrist Left	25
IV: Peripheral Wrist Right	26

Give options for any enhancements

#### Option C:

Site Name- C	Character Length
PIV: Left Antecubital	21
PIV: Left Foot	14
PIV: Left Forearm	17
PIV: Left Hand	14
PIV: Left Mid Upper Arm	23
PIV: Left Wrist	15
PIV: Right Antecubital	22
PIV: Right Foot	15
PIV: Right Forearm	18
PIV: Right Hand	15
PIV: Right Mid Upper Arm	24
PIV: Right Wrist	16

# Enhancements: BCMA Site Parameters

List Name:

#### The winner is....

ltem	
Gluteus Medius: Left	
Gluteus Medius: Right	
IV: Central Line	
IV: PICC Line	
IV: Portacath	
IV: Saline Lock	
Other: See Comments	
PIV: Left Antecubital	
PIV: Left Foot	
PIV: Left Forearm	
PIV: Left Hand	
PIV: Left Mid Upper Arm	
PIV: Left Wrist	
PIV: Right Antecubital	
PIV: Right Foot	
PIV: Right Forearm	
PIV: Right Hand	
PIV: Right Mid Upper Arm	
PIV: Right Wrist	
Thigh: Left	
Thigh: Right	
Uterine Pressure Catheter	
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# Background -ADC

What are Automated dispensing cabinets (ADCs)?

Computerized drug storage devices or cabinets that allow medications to be stored and dispensed near the point of care while controlling and tracking drug distribution.







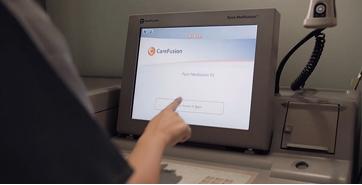
# Background -ADC

#### **PROFILED ADC**

software functionality that allows the pharmacist to review and approve medications before they are available for selection and administration by the nurse, respiratory therapist or physician

#### NON-PROFILED ADC

allows practitioner access to all medications contained within, typically bypassing the pharmacist's review of the order prior to medication selection





# **ADC-** Future Consideration

Consider implementing profiling of ADC in clinics

Allows pharmacist review prior to medication administration

Improves patient safety



# Implications on Billing

•Enhancements:

- Local customization of exact site of infusion
- Future project forced stop time entry vs current practice of adding comments
- •Expanded coverage through Point of Sale



# Reference

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Bonkowski, Joseph Carnes, Cynthia Melucci, Joseph, et.al. Effect of Barcode-assisted Medication Administration on Emergency Department Medication Errors. Academic Emergency Medicine. Acad Emerg Med. 20.8. 1069-6563. https://doi.org/10.1111/acem.12189



