eMAR
Simplifying Electronic Medicines Management

Get time back to spend with patients

Improve patient care

Improve bed occupancy
Simplifying electronic medicines management

Every day, in care homes across the country, CareFirst from LloydsPharmacy is helping to improve resident care and wellbeing.

It’s supporting 100% bed occupancy targets, reducing the risk of blue light admissions and offering a complete view of all medicines administration across care home networks.

At the heart of our CareFirst service is eMAR, a cutting edge Electronic Medicines Administration Service that integrates with Care Planning Systems.

Dramatically simplifying medicines management, eMAR gives managers and directors more time to focus on the wellbeing of residents – and the commercial side of businesses.

The eMAR approach to excellence

eMAR electronic medicines management system is only the beginning. Here at LloydsPharmacy we believe in delivering a complete pharmacy service to care homes – and that’s exactly what CareFirst delivers:

- **Control and compliance** with Care Home Medication Management through our complete pharmacy service for care homes.
- **More time to care** with eMAR, our cutting edge Electronic Medicines Administration system which integrates with electronic care planning systems.
- **Greater staff competencies** with eLearning – our award-winning online training service.

In this brochure we’ll focus on the performance-enhancing potential of eMAR electronic medicines management.
Taking medicines management mobile with eMAR*

Our eMAR paper-free electronic medicines management system takes advantage of the very latest web-based and touch-screen technologies from established healthcare provider MED e-care. Integrating with your electronic Care Planning System, it helps manage your residents’ often complex medicine regimes.

It’s simpler
With the touch screen convenience of a tablet computer,** carers can access the medicine regimes of every resident – detailing the medications they need and when they need them. This helps medicine rounds become a simpler, quicker task, with reduced risk.

It’s safer
Managers gain a real-time view of medicines administration at the point of care. Plus directors and heads of governance have a comprehensive overview of all medicines management and reporting across their care home network. Potential issues can be identified and managed via the remote access and reporting facilities.

It’s integrated
Specifically designed to save you time and money, the system integrates directly into your existing care planning systems. That means a radically simplified medicine management process – from resident admission, through to order and resupply, to administration of medication at the point of care.

* Terms and conditions apply and subject to contract.
** Please note that tablet computers are not provided as a part of the service
Achieving your operational objectives

**Improve Patient Care**
A simpler, safer and more streamlined medicines delivery process: care teams can now spend less time on medicine rounds and handovers, and more quality time with residents – ensuring resident satisfaction and happiness.

**Increased safety and accountability**
A new graphical interface, featuring pictures of each resident, which dramatically increases the accuracy of medicine administration. It’s now a simple task for your teams to follow the 5 ‘R’s: right person, right time, right dose, right drug, right route.

**Remote access and best practice**
At the touch of a screen or click of a mouse, managers and directors can track exactly when your residents receive their medication. With data securely and digitally stored, demonstrating excellence – and quickly identifying any potential issues – is a simple process.

**Reducing the cost of medicines management**
Managing the entire medicines administration process is a costly and resource-sapping experience. Simplifying the task of ordering, administration and stock control, eMAR helps cut medicine waste and mismanagement by reducing stock requirements. It can also easily identify best before dates – as the medicines are supplied in their original packaging.

When stocks are running low, an automated prompt is sent, so you’ll never run out of residents’ medicines.

**Helping you achieve 100% occupancy**
Safeguarding best practice needed to show compliance with CQC’s Outcome 9, eMAR electronic medicines management helps you achieve your occupancy targets and grow your business.

The following pages detail your journey through eMAR electronic medicines management – offering an insight into why it’s increasingly regarded as a ‘must-have’ system for winning back time, saving money and assuring care home compliance.
Assuring accurate, complete, compliant admissions

This is the starting point on your eMAR electronic medicines management journey. Our electronic Admission, Discharge, Transfer (e-ADT) homepage* is designed to allow care teams to easily enter all the relevant details you need to manage the safety and wellbeing of your new resident.

But e-ADT isn’t simply an information store. While it securely holds all your residents’ past clinical and social history, it’s a truly dynamic portal updated each day with your carers’ activity logs – becoming a valuable digital handover document.

Should residents need to be transferred from a residential to a nursing bed, or to hospital, their previous care history can be accessed online quickly via a secure online login and printed off in seconds to accompany them.

The e-ADT also provides a crucial operations function.

Managers and directors can more easily manage bed occupancy through access to the e-ADT electronic records. You can instantly see which beds are available across the care home (or network) – welcoming new residents or efficiently transferring them between residential and nursing accommodation, as the need requires.

Crucially, this is an intelligent system. Should e-ADT lack the required information to ensure effective care, it will highlight an incomplete admission and request more information.

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eMAR operational
Every medicine, every round and every resident

Providing a comprehensive overview of medicines administration across the care home, eMAR electronic medicines management delivers the operational visibility you need, online, when you need it.

All scheduled medicine rounds are detailed on a single screen, including:
- When each round is scheduled during the day
- The number of medicines to be dispensed
- The number of residents due to receive their medication
- Whether the medication round is scheduled, in progress or complete
- Whether medicines are overdue
- Non-administered medication.

This wealth of data allows managers and directors to check and record the progress of all scheduled medicine rounds both at the point of care and also remotely via a secure login.

You can access the information instantly. And should a round be in progress, you can watch your teams administer medicines remotely in real-time (online version only) – at all times.
eMAR care home view
Patient information at your fingertips

Offering managers and the operational team access to detailed resident information to assure internal and external compliance, eMAR Care Home View allows for greater scrutiny of medicines administration.

Each resident’s medicine regime is instantly accessible; creating a comprehensive audit trail of all medicines administered – from scheduled medication to Pro Re Nata (PRN) pain relief and more.

This crucial knowledge can be securely shared with GPs and pharmacies – through a totally secure login process. Clinicians, healthcare professionals and care givers gain a complete, accurate and up to date picture of your residents’ wellbeing.

And should you need to demonstrate care to your regulatory authority, Care Home View offers instant access to everything they need – without having to wade through volumes of paper records.
eMAR Care Home View
Safety at the point of care

With photographs of each resident, this graphical approach simplifies medicine administration for your care teams, reducing handover times and ensuring residents are correctly identified with their pictures, assuring the highest level of patient safety.

A touch on a ‘green’ face takes the carer into the resident’s file. Here they are shown the required medicines, and the dose needed. With the dispensing done, a quick touch of the screen records the action.

Their round complete, the carer is now free to focus their time on the wellbeing of your residents.

But we don’t stop there. The recorded activity is kept in a secure, central digital store ready to be accessed and reviewed by the care home manager or director.
eReports

Demonstrating service excellence

Whether it’s initial resident information entered during the admissions process (e-ADT), medicines ordering data, occupancy rates or daily activity notes, all relevant intelligence is logged in the eMAR electronic medicines management system.

This wealth of data allows care home managers, directors and heads of governance to create a comprehensive range of reports, including:

- Financial performance / occupancy rates
- Medicines ordering and wastage
- Individual resident reports
- Care planning
- Safeguarding incidents.

These reports can be used to demonstrate service excellence to the regulatory authorities, in an effort to:

- Increase occupancy rates
- Highlight value-for-money to public authorities and clinical governance commissioners
- Extend referral programmes
- Address and resolve any safeguarding issues across the care home network... and much more.
Reducing financial and resource costs

Added to this, the eMAR electronic medicines management system’s reporting features can actively reduce financial and resource costs across each care home.

For example, rather than a conventional monitoring dosage system (with pre-selected medicines delivered to care homes in small trays), eMAR electronic medicines management allows medicines to be ordered and maintained in their original packages. The dispensing label bar codes are electronically scanned and logged into the system.

Not only does the Patient Information Leaflet (PIL) record remain with the medicines, instead of being filed separately, but reordering becomes a simple automated process – saving on average 15 hours per month per care home in the handling of stock alone.

In addition, the automated process reduces over-ordering and can dramatically reduce the high cost of medicines wastage across your organisation.
Simplifying electronic medicines management

**eMAR workflow**

**Pharmacy**
- Produce suggested order and send to care home
- Request and collect prescriptions from GP surgeries
- Clinically check prescriptions, and match with order and scan to Offsite Dispensing Hub
- Add additional items as required (e.g. controlled drugs, fridge lines)
- Deliver to care home

**Offsite Dispensing Hub**
- Dispense, assemble, print labels, accuracy check, send eMAR data
- Pack meds into totes and send to AAH delivery van

**Care Home**
- Confirm order
- Care home reviews prescriptions, ensures are correct and returns to pharmacy
- Deliver meds to pharmacy branch
- Nurse accepts order and stores medication in drug cabinet
- Nurse completes medication record using eMAR

**Review reports and check missed doses. Stock management informatics.**
In addition to eMAR, CareFirst from LloydsPharmacy also offers:
- Medication Management
- eLearning – interactive training for the Care Sector
- eCare Planning

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