



What are the 10 most popular requirements for an eMAR system in a Care Home?

And what do the regulators like to see?

What tech are we seeing in Care?

Chris Gledhill - Electronic MAR

chrisg@electronicmar.co.uk





Digital MAR Sheets

Chris Gledhill (Electronic Mar)

What are the 10 most popular requirements for an eMAR system in a Care Home? And what do the regulators like to see? Drawing on real world examples and inspection reports, we will look at what care home managers find useful, what is essential, and what saves time, stress and re-training.

What are the most popular requirements?



What do people want to improve?

What is #1?

Saving storage space?



- Lots of paper!!
- Must keep records for 7 years / for ever if young people
- Storage is expensive
- Fire risk
- How secure is paper?

Complete and accurate records



If you have an (unannounced) inspection...

- Able to provide evidence quickly and easily
- Know records are complete
- Including the count of aspirins etc

A picture of your resident

EMAR Administrator Notifications

Back to Dashboard

Miss [Name] Mar Sheet for 25/04/19 - 26/05/19 (Active)

Loaded

View Recent: MAR Sheet

25/04/19 - 26/05/19 (Active)

Address: [Redacted]
Date of birth: [Redacted]
Allergies: No Allergies Listed
Gp: DOWTC
Site: [Redacted]
Pharmacy: Default Pharmacy

Unlock MAR Sheet Add Care Note

Print View Export PDF

Accrete D3 Tablets
one tablet twice daily
one tablet twice daily

Time	26th	30th	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th	26th
06:30	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓													
17:30	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓													
	MD	M	GD	NI	NI	FB	FB	NI	TQ	FO	FB	FO	FB	MD														

Add Transitions

Paracetamol 500mg tablets
take two three times daily
two tablets three times daily

Time	26th	30th	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th	26th
06:30	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓													
12:30	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓													
17:30	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓													
	MD	M	GD	NI	NI	FB	FB	NI	TQ	FO	FB	FO	FB	MD														



- Easier
- Safer
- New staff don't have to shout out "which one is Eileen?"



A



B



C

A picture of your resident

EMAR Administrator Notifications

Back to Dashboard

Miss [Name] Mar Sheet for 25/04/19 - 26/05/19 (Active)

Loaded

View Recent: MAR Sheet

25/04/19 - 26/05/19 (Active)

Address: [Redacted]
Date of birth: [Redacted]
Allergies: No Allergies Listed
Gp: DOWTC
Site: [Redacted]
Pharmacy: Default Pharmacy

Unlock MAR Sheet Add Care Note

Print View Export PDF

Accrete D3 Tablets
one tablet twice daily
one tablet twice daily

Time	26th	30th	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th	26th
06:30	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓													
17:30	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓													
	MO	M	GD	NI	NI	FB	FB	NI	TG	FO	FB	FO	FB	MO														

Add Transitions

Paracetamol 500mg tablets
take two three times daily
two tablets three times daily

Time	26th	30th	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th	26th
06:30	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓													
12:30	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	NT	✓	✓	✓	✓													
17:30	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓													
	MO	M	GD	NI	NI	FB	FB	NI	TG	FO	FB	FO	FB	MO														



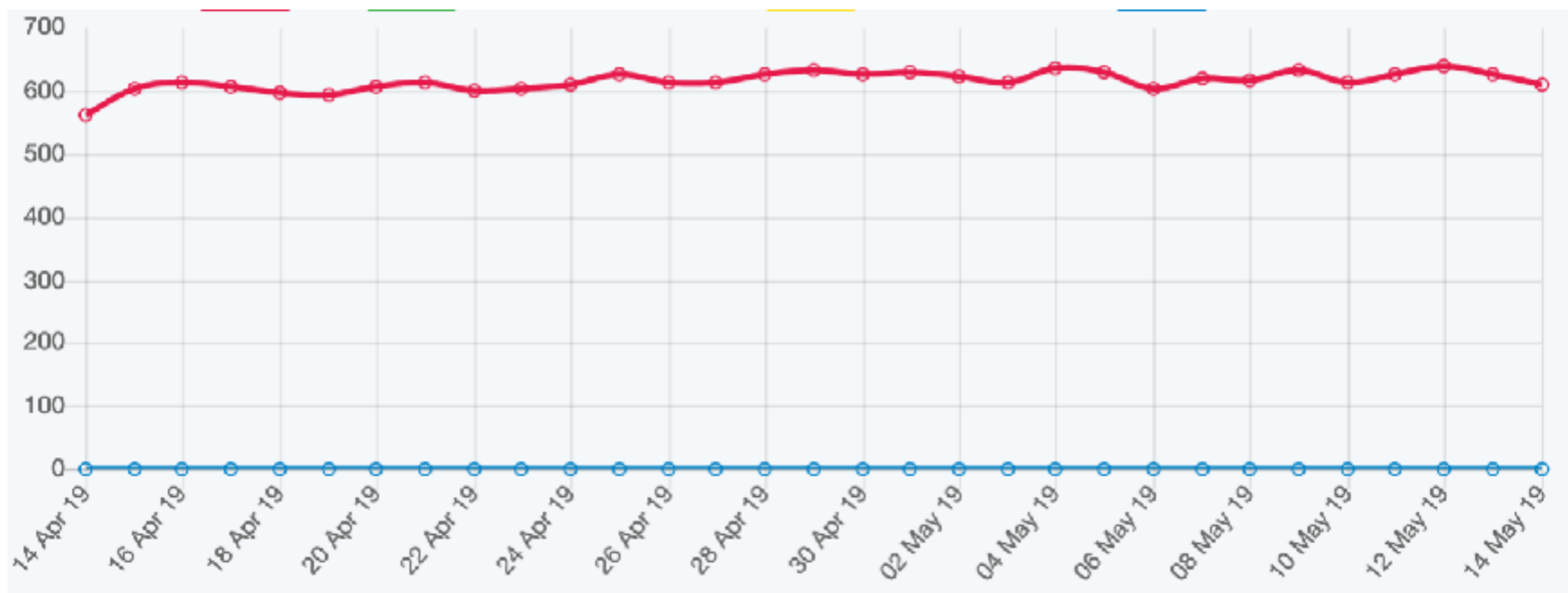
Easier

Safer

New staff don't have to shout out "which one is Eileen?"

Real-time Alerts to the unit / ward...

The ability to *know* if medications have / haven't been given.



By who, and when



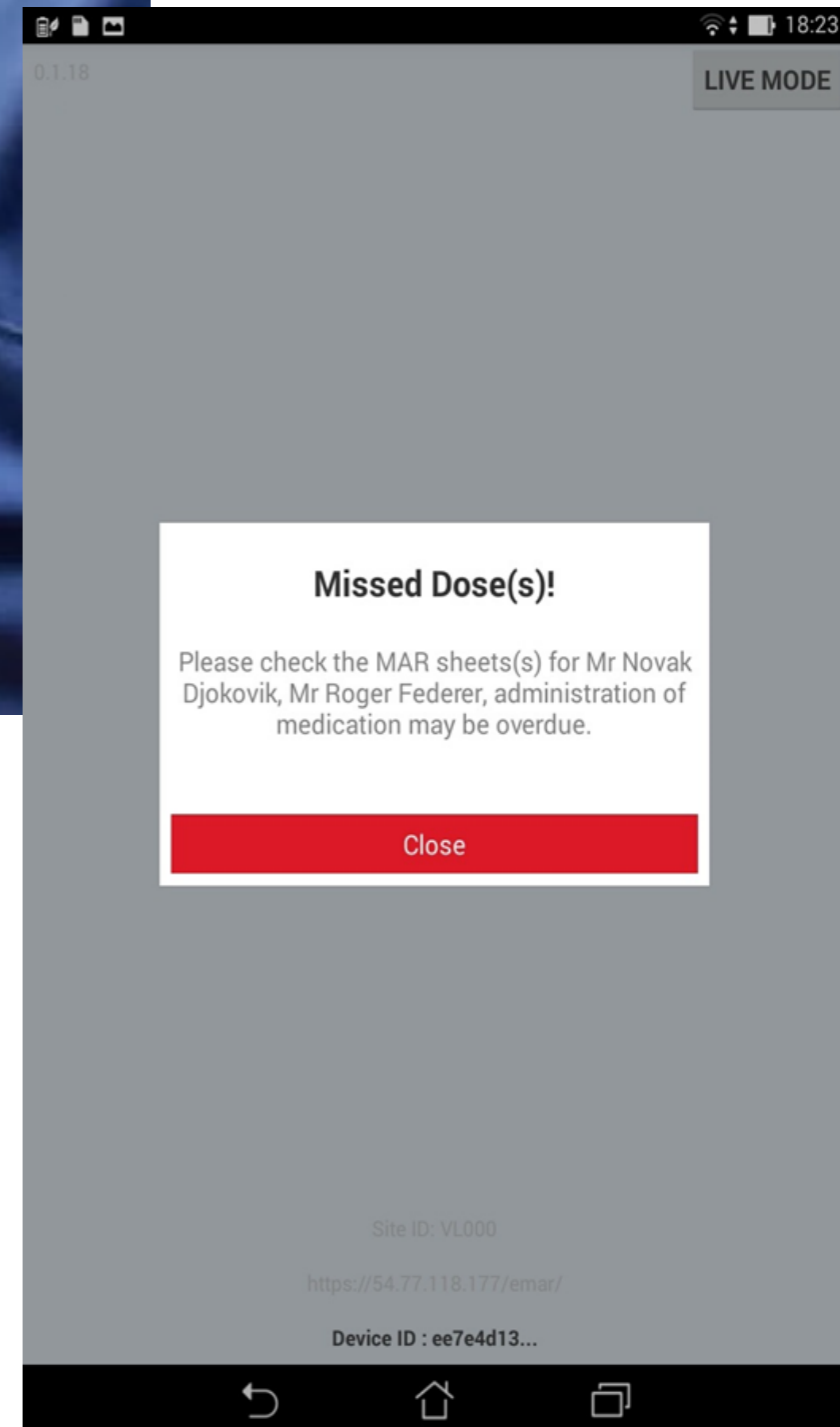
Real-time Alerts to the unit / ward...

If you have a care home with 45 residents,
You are making **16,000** recordings *per month*



*“Now we don’t
have to worry
about medications
being missed”*

Real-time Alerts to the unit / ward...



Stock checking



Stock checking



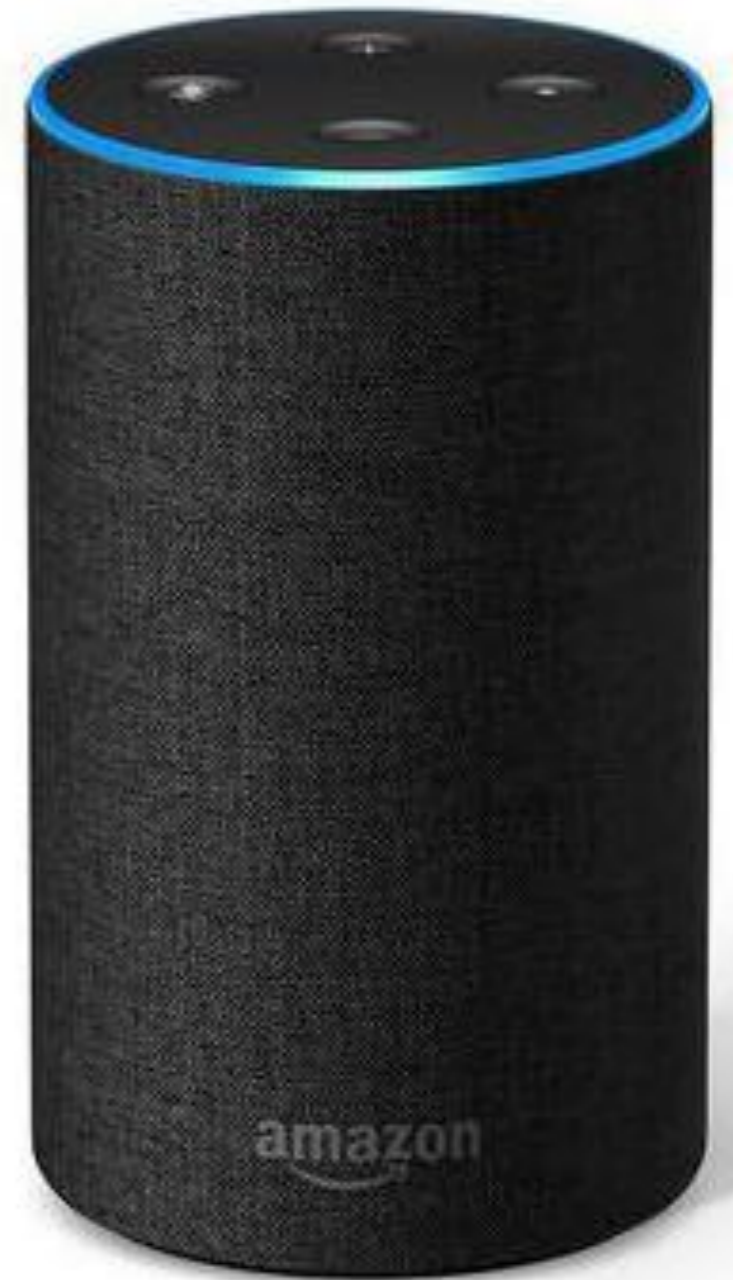
- Takes a long time!
- Requires counting of paper MAR sheets
- Task that software can / should do for you
- Automatic time-stamped audit..

Stock checking



- How often do you / your staff do this?
- What else could you do with that time?
- Are there enough hours in the day for all your tasks?

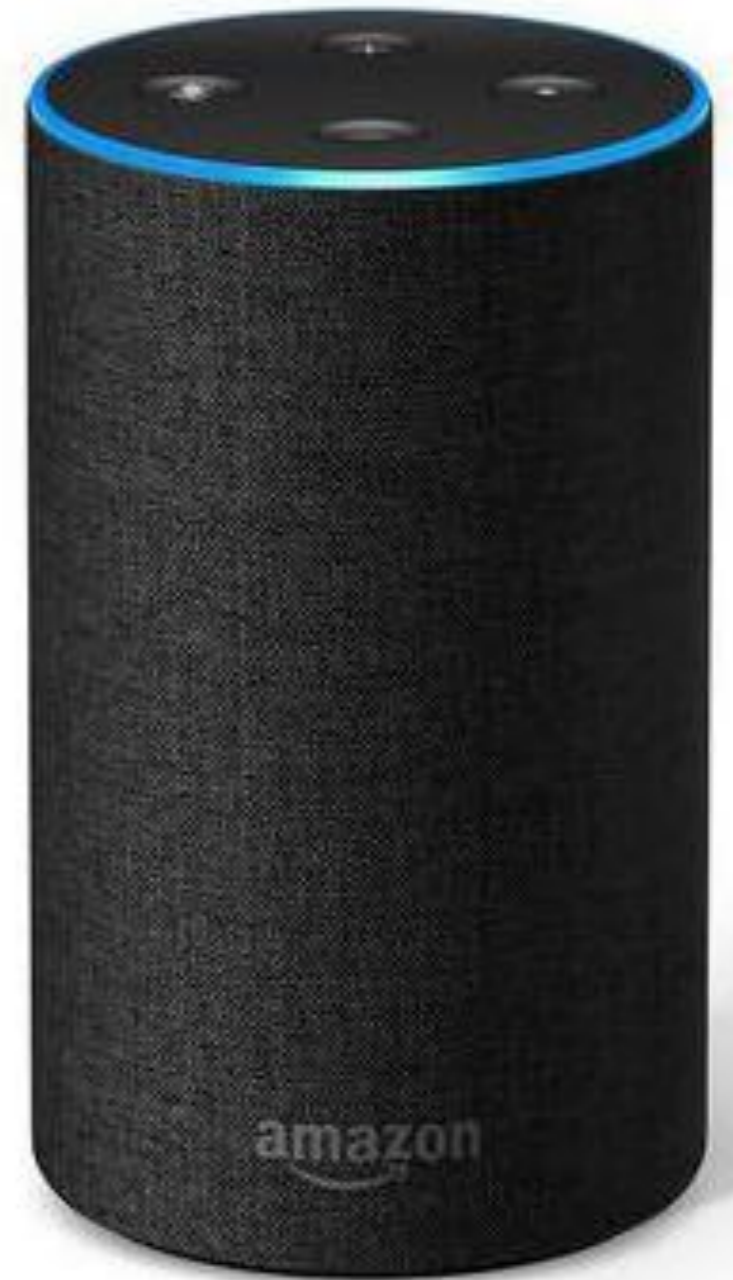
Moving with the times



Moving with the times



Moving with the times



Moving with the times

Residents follow the actions of humanoid robot “Pepper” during an exercise routine at Shin-tomi nursing home in Tokyo. Made by SoftBank, the machines are used in about 500 Japanese care homes for games, workouts and conversation.

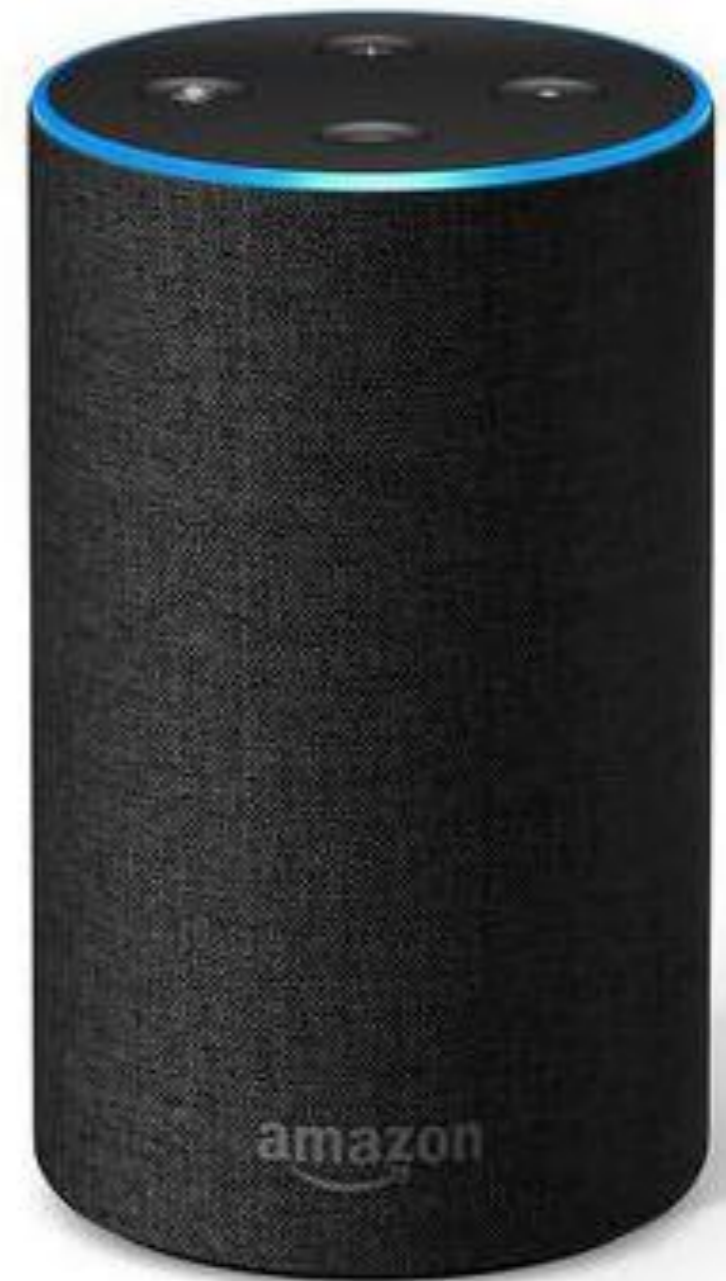


REUTERS

- Conversation
- Exercise
- Games

Moving with the times

- This is Alexa
- Staff were at first skeptical
- Play games
- Plays music from resident's generation
- Doesn't cost much









Get an outstanding rating / Maintain a good rating

Date of inspection visit:
23 January 2019

Date of publication:
14 March 2019

Ratings

Overall rating for this service	Outstanding 
Is the service safe?	Good 
Is the service effective?	Outstanding 
Is the service caring?	Outstanding 
Is the service responsive?	Outstanding 
Is the service well-led?	Outstanding 

Get an outstanding rating / Maintain a good rating

Date of inspection visit:
23 January 2019

Date of publication:
14 March 2019

Customer CQC inspection published 14th March 2019:

*“Medicines were **managed and stored safely**. There were **systems in place** to ensure medicines were ordered and disposed of safely.*

*The service had **introduced an electronic system** for the recording of medicines administration. The system highlighted if medicine records were not completed which **reduced the risk of medicine errors.**”*

Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Date of inspection visit:

19 February 2019

25 February 2019

04 March 2019

Date of publication:

29 March 2019

Customer CQC inspection published 29th March 2019:

*“The registered manager told us a standing agenda item at the monthly management meeting ensured action plans were discussed to **drive improvement in the service**. For example, quality assurance systems had **identified an increase in medicine errors**.*

*The provider analysed these errors and **implemented an electronic medicine recording system**, which has significantly **reduced the number of medicine errors**.”*

Eliminating human errors.

NAME: _____
 ADDRESS (Room Number, Care Home): _____
 DOCTOR: _____

START DATE: 14/02/2020 ALLERGIES: _____

MEDICATION PROFILE

- PARACETAMOL 500MG TABLETS
TAKE TWO FOUR TIMES A DAY
WHEN REQUIRED
- COLECALCIFEROL AND CALCIUM
CARBONATE (CALCED) CHEWABLE
TABLETS 400 UNIT/1.25g TAKE
ONE TABLET TWICE A DAY
- GLUCAGON IDEC 100mcg/1ml
INJECTION 1ml
- BISOPROLOL 5mg TABLETS
TAKE ONE TABLET EVERY
MORNING
- DIGOXIN 62.5 MICROGRAMS
TABLETS TAKE ONE TABLET
AT BEDTIME
- ALENDRONIC ACID 70mg
TABLETS TAKE ONE TABLET
ONCE A WEEK ON
TUESDAYS
- AMLODIPINE 10mg TABLETS
TAKE ONE TABLET EVERY
MORNING

Commenced

Carried forward

route

MEDICATION DETAILS

LEVETIRACETAM 1g TABLETS

TIME DOSE WEEK 1 WEEK 2 WEEK 3 WEEK 4

MORNING


LUNCHTIME

TEA

NIGHT

By: _____

CONFIDENTIAL

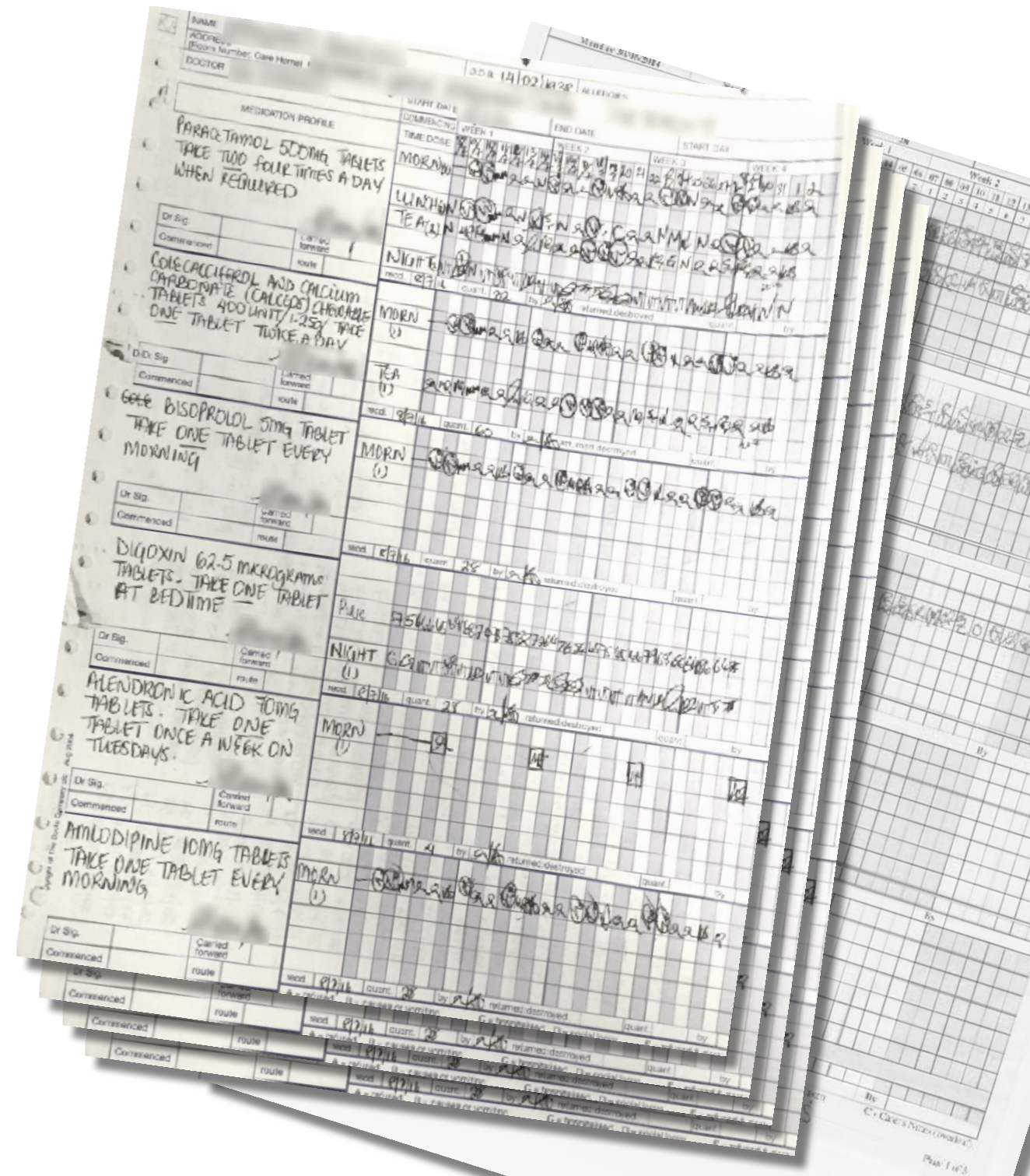


graphixasset
Thinking technology

Eliminating human errors.

Some missed signatures:

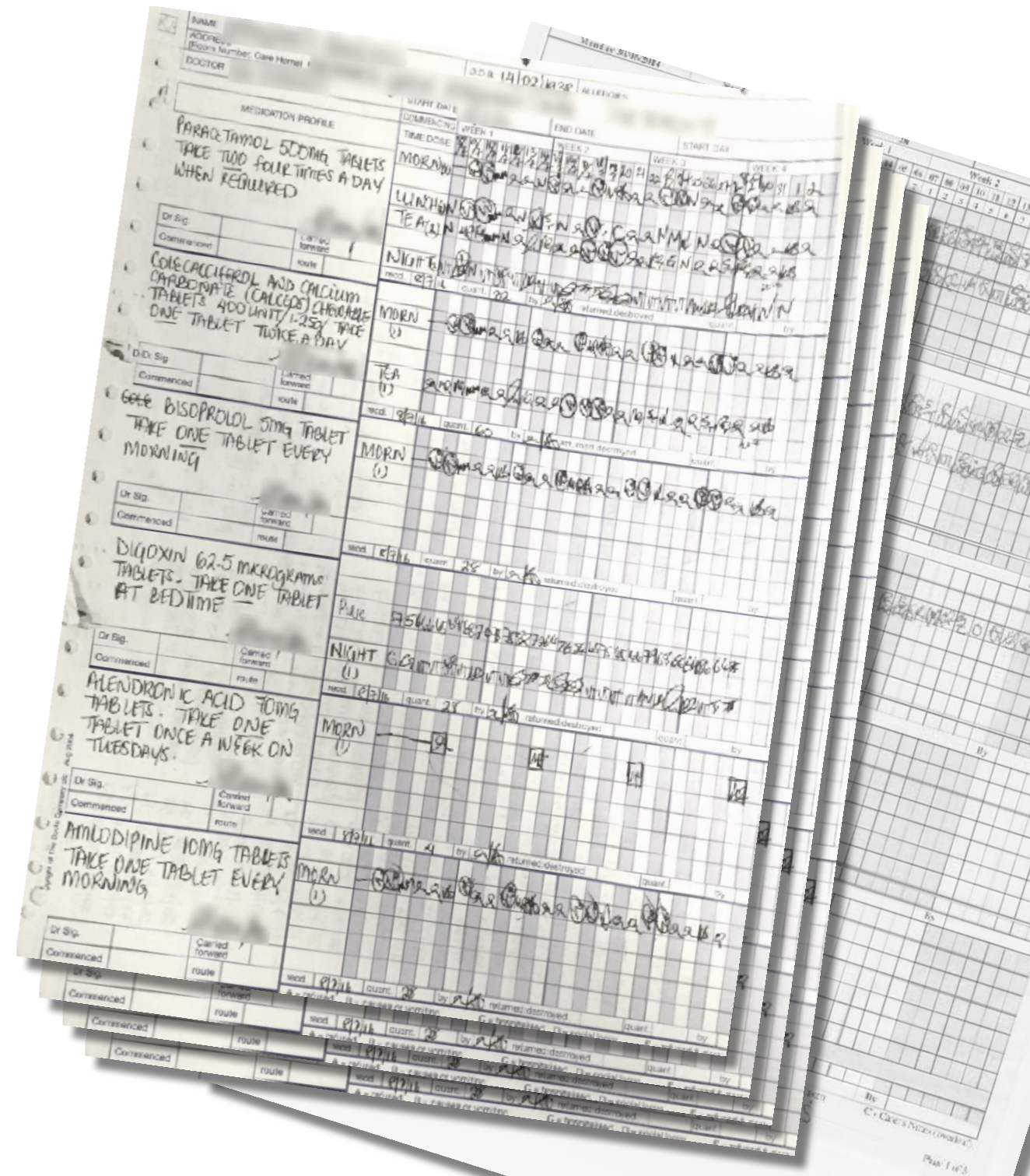
- Time is taken to get staff member in and have a meeting
- Count medications in cabinet to try and establish if there is a 'GAP'
- Time for retraining
- Double up on staff or suspend staff member
- Cost of short notice agency staff



Eliminating human errors.

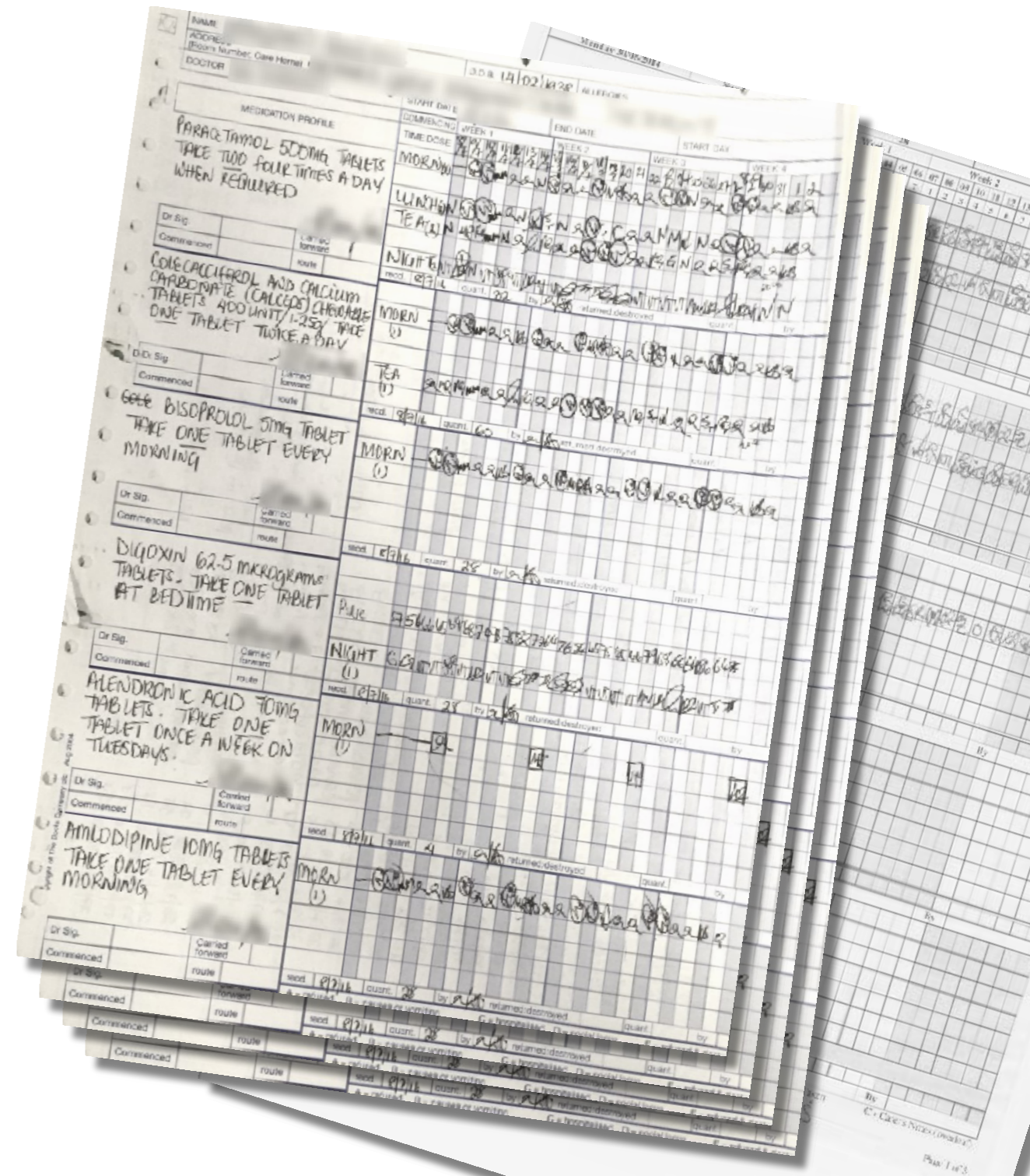
Not many missed signatures:

- May check each MAR sheet every day or even every round
- Your most experienced / expensive staff member does this
- They should be doing something more useful - e.g. on the ward managing other staff
- May see a reduction in falls and other problems
- Spending a lot of time and money managing something software could manage for them



Eliminating human errors.

What else could you be doing with that time?



Alerts to senior staff



Dashboard Filters

Limit to region:

Limit to site:

Show data from:

Show data up to:

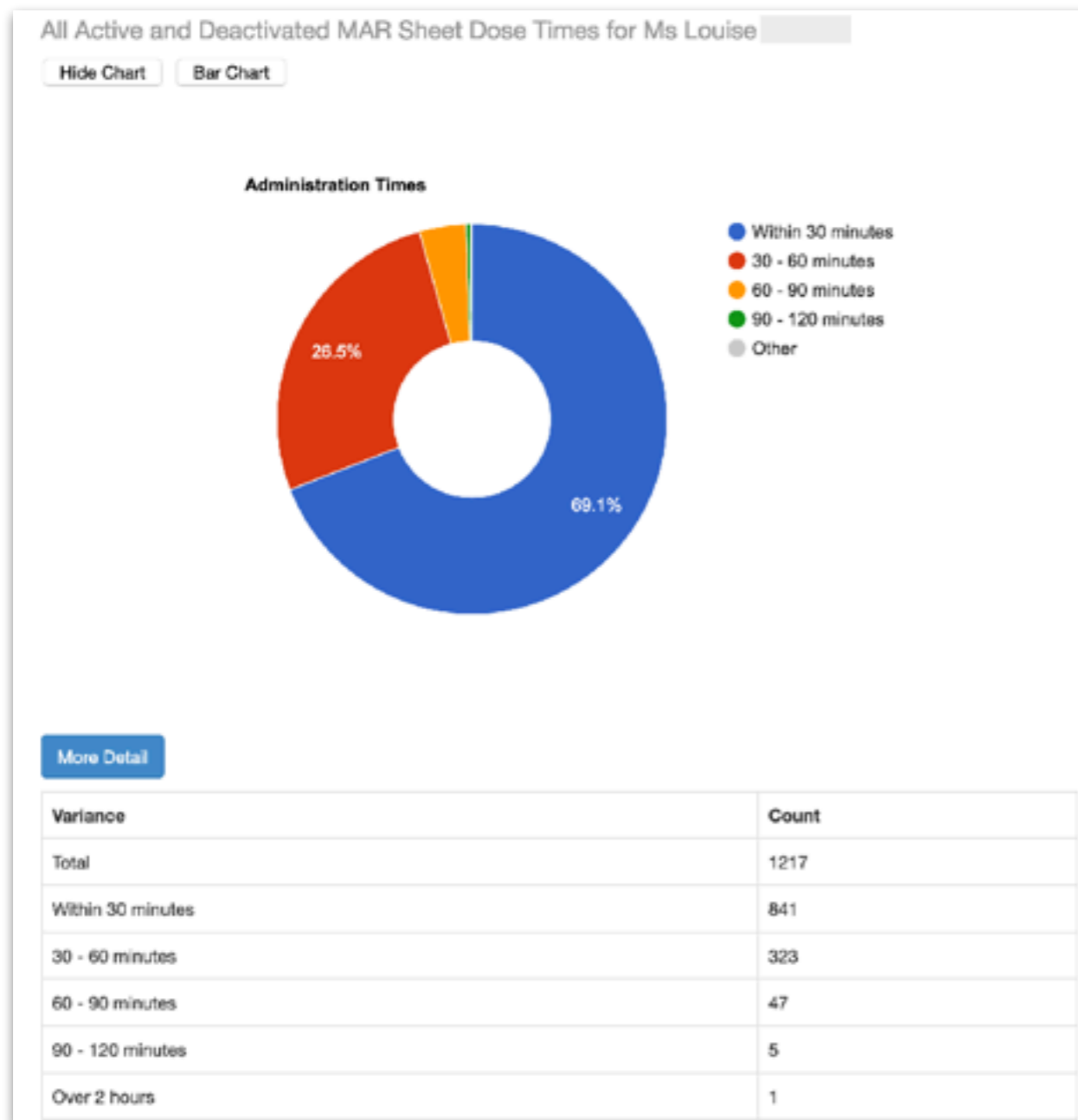
[Show Missing Doses](#)

Missing Doses

(not including doses due today)

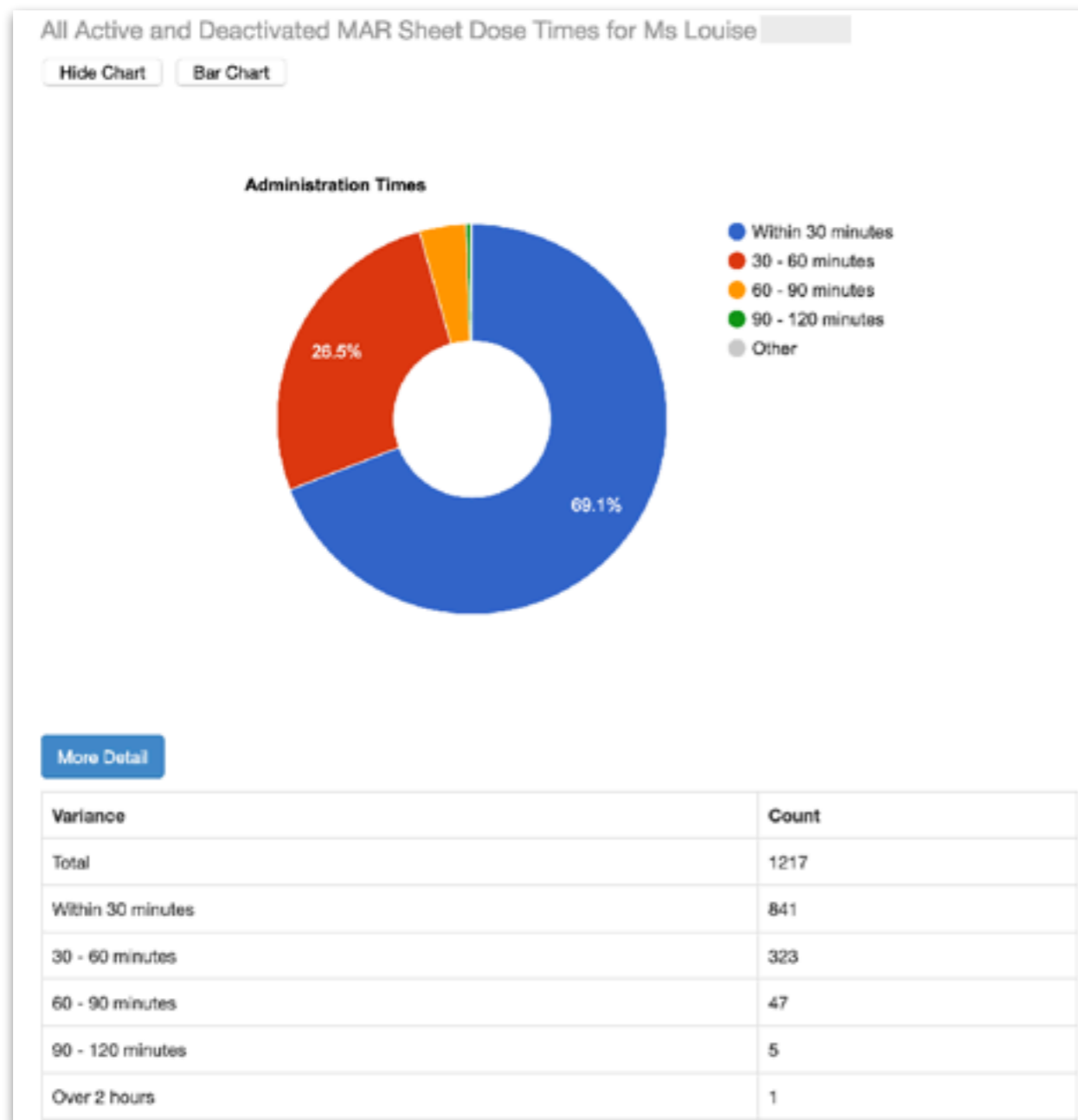
Supported Person	Missing Doses Count	Active MAR
Mrs [Name]	2	view
Mrs [Name]	1	view
Mis [Name]	5	view
Mrs [Name]	2	view
Mrs [Name]	2	view
Mrs [Name]	1	view
Mr [Name]	1	view
Mis [Name]	1	view
Mr [Name]	4	view

Alerts to senior staff



- Ability for management to monitor activity
- Especially remote activity
- Easier to manage
- Compare like for like periods
- Staff / ward performance

Alerts to senior staff



- Ability for management to monitor activity
- Especially remote activity
- Easier to manage
- Compare like for like periods
- Staff / ward performance



Workshop Question 1

What tasks do you currently do electronically?
e.g. HR, payroll, web enquiries, care plans etc...



Workshop Question 2

What is important to you in those technology systems?
And why?

Easy to Train, Install and Use



- Typically have a lot of meds giving staff (10 to 50)
- They have to be paid whilst they are training
- Ideally training less than 30 mins or 1 hour
- Ability to train new staff yourselves

Replacement for MDS if being withdrawn



- May be going back to original box
- Want something to maintain consistency / accuracy
- Interested in other points, esp. stock counting

Better visibility and safeguarding



- Better visibility of data speeds up medication rounds (average 30 mins per round)
- Make things easier
- Peace of mind
- Enforce PRN note taking / evidence
- Assist with audits

- Fear of doing things wrong
- Identify errors quickly
- More robust systems

Things that we think are important,
but we don't get asked about
much...



- GDPR - a more secure alternative to paper
- Regular off site backups
- Security and SSL encryption layer
- Integration with other systems

eMAR system requirements, we've covered:

- Picture of resident
- Real-time Alerts to the Unit / Ward
- Stock Check
- Moving with the times
- Getting an Outstanding rating / maintaining a good one
- Complete and accurate records
- Eliminating human errors
- Alerts to senior staff
- Easy to train / install / use
- Replace MDS system
- Better visibility
- Plus ideas from the workshop
- Storage rarely gets a mention!





Thanks for your time!

Any questions...

chrisg@electronicmar.co.uk

t: 0117 911 3889

www.electronicmar.co.uk

