IBM Watson Health™

Hospital Santa Catarina

Hospital Santa Catarina, São Paulo, Brazil

Supporting clinical efficiency and patient safety with Micromedex integration

Hospital Santa Catarina in São Paulo, Brazil, has 324 beds (85 ICU beds), 30 pharmacists, and has achieved stage 6 HIMSS accreditation, as well as Joint Commission International (JCI) accreditation. The hospital offers services in oncology, neurology, cardiology, orthopedics, pediatrics and general surgery services, ranging from small procedures to highly complex surgeries. Close to being fully digitized, the hospital is recognized nationally for its modernity[1].

Overview

The need
Clinicians at Hospital Santa Catarina needed a faster, more accurate way to conduct medication order analyses to reduce medication errors and support patient safety

The solution
The hospital integrated Micromedex® Medication Advisory Screening into the electronic medical record (EMR) to support automated drug interaction screening, and installed Micromedex® InfoButton Access® for a direct connection from the clinician workflow to evidence-based content on drugs, disease and IV compatibility

The benefit
With automatic alerts for drug interactions, quick access to comprehensive drug and disease information, and less time spent entering data manually, the clinical team are able to confidently and efficiently manage patient medication decisions, helping clinicians:

- Improve workflow efficiency
- Reduce medication errors
- Improve patient safety
- Spend more time with patients

Outdated processes hinder digital capabilities

When a patient at Hospital Santa Catarina needs a medication, the physician prescribes it electronically. Then, a clinical pharmacist must analyze the appropriateness of the medication in the Pharmacy Review system before it is dispensed to the nurse. This way, the medication can be safely administered to the patient.

While the hospital had already been relying on Micromedex® solutions to support these decisions, the content had not been integrated into the EMR. This made it difficult and time-consuming for clinical pharmacists, like Juliana Locatelli, to proactively screen for drug interactions prior to a patient's medications being dispensed.

"To research drug interactions, I had to manually feed in the data," said Locatelli. "But I couldn't do this for all patients, and I didn't do it before dispensing the drugs. I did it afterwards."

And it wasn't just drug interactions — updated dosing guidelines, IV compatibility, off-label routes of administration, adverse reactions and more — all had to be accessed manually, leaving patients vulnerable to errors and adverse events.

Integrated tools help boost efficiency

The ability to access clinical information quickly, without the need to enter data manually, has helped increase the efficiency and accuracy of the team's medication order reviews on a daily basis.

"With the integration of Micromedex Medication Advisory Screening, I get an alert before the drug is dispensed, and I can get it for all the patients," said Locatelli. "Then I'll intervene or not, or monitor or not, but I have greater access to all patients. I can apply it on a larger scale. It's easier for us to screen medication orders, and it increases the efficiency of our work."

So that the workflow is not unnecessarily disrupted, the hospital filters the alerts by level of severity to avoid those that are no longer deemed clinically relevant. The clinicians can then use their expertise to determine if intervention is required.

Micromedex InfoButton Access has also proved to be a valuable asset for the team. With a direct connection to relevant, evidence-based Micromedex content at essential points in the care process, this feature helps the hospital's physicians, nurses and pharmacists make more informed clinical decisions without disrupting their workflow.

"With InfoButton, we already have the drug information in front of us, without having to search for it," said Locatelli. "I can access the information faster, in a matter of seconds."

Integrated Micromedex solutions are designed to help you:

– Reduce medication errors with direct access to context-appropriate clinical evidence

– Save time searching with content that is linked, clinically consistent and accessible from a single screen

– Make more informed critical decisions, quickly, with the at-a-glance Micromedex rating system for strength of evidence, efficacy and strength of recommendation

– Access comparative efficacy data, including detailed, evidence-based reviews of alternative agents based upon indication

– Improve patient engagement with education and consumer health resources, in up to 15 languages

Quality content supports patient safety

By integrating Micromedex solutions, the hospital took a simple — yet powerful — step toward improving patient safety. The pharmacists' confidence in the quality of the clinical content in Micromedex means that clinical decisions are often adjusted and interventions can occur as a result of the alerts received through EMR integration.

"When I want reliable information, and more detailed content, we use Micromedex," said Locatelli. "In specific cases, I need to look at the drug interaction in more detail; I can do that with Micromedex. It provides the references, the case reports, and I know it's the latest information."

"It supports our daily decisions," Locatelli continued. "For example, the pharmacists in the intensive care unit interact directly with the on-duty physicians every day. They present the potential interactions from the Micromedex alerts, discuss intervention, and a joint decision is made."

Informed decisions help increase quality of care

Micromedex integration has helped the pharmacists at Hospital Santa Catarina feel more confident that they're doing all they can to reduce medication errors and keep patients safe.

"We imagine that the potential errors have always been there," Locatelli said, "but we couldn't see and act on them all. As we can now do this, the errors are greatly reduced. They are preventive interventions — we aim to avoid the error before it reaches the patient."

And the benefit extends beyond the pharmacy, Locatelli said. "Everything is aligned. The safety concern is not just from the pharmacy; it's from the hospital. When the hospital plans for accreditation, reducing medication errors is a common goal. Therefore, we are working together with the nursing team, the doctors, everyone."
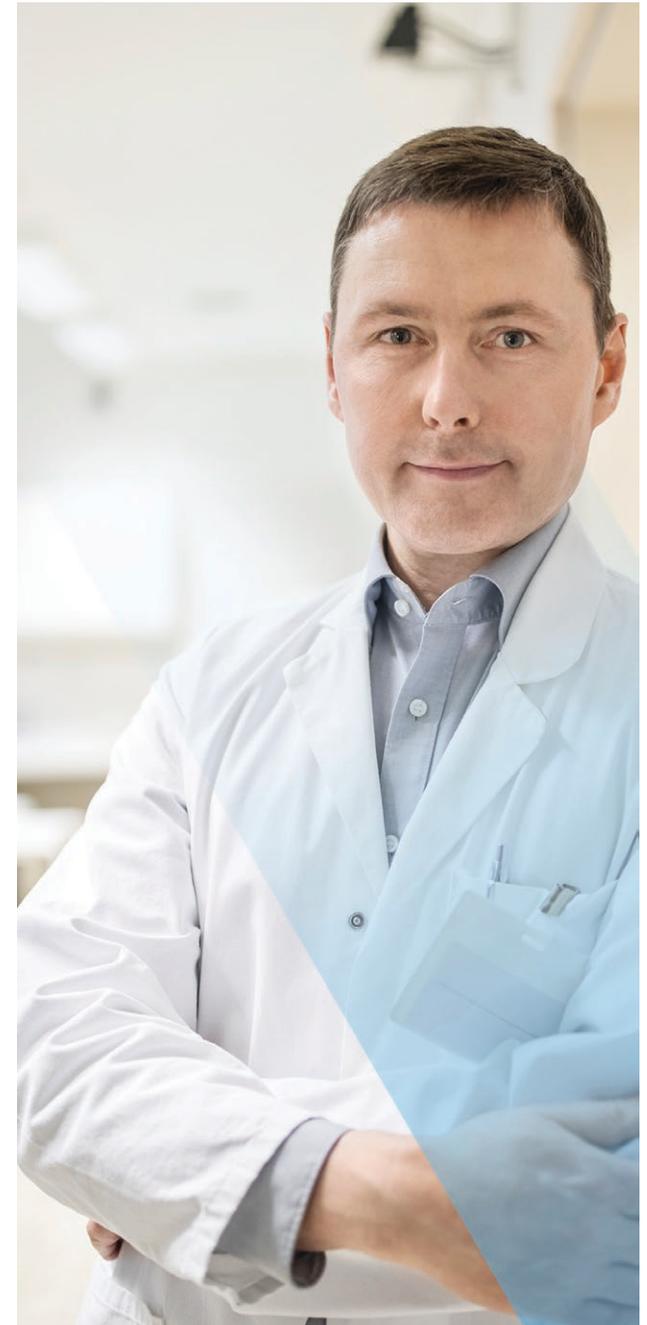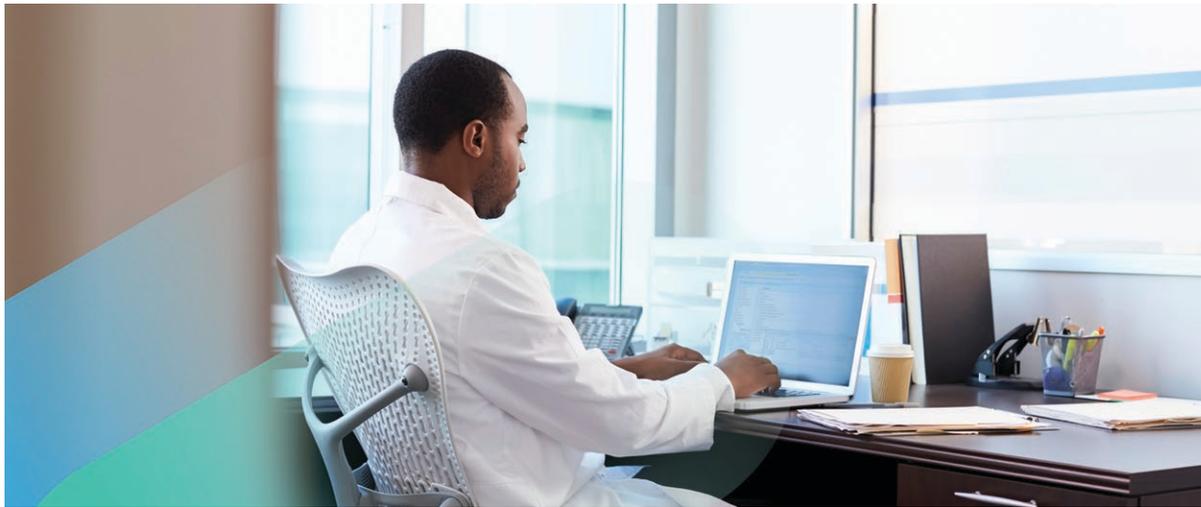
Notes

[1] Souza, V. Farmacêuticos clínico e administrativo são estratégicos para Hospital Santa Catarina. SaúdeBusiness. Jan. 20, 2012. Available at http://saudebusiness.com/noticias/farmaceuticos-clinico-e-administrativo-sao-estrategicos-para-hospital-santa-catarina/.

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For more information

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Solution components

Micromedex Medication Advisory Screening

Micromedex InfoButton Access

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