

Using Point-of-Care Information Technology Tools to Reduce Medication Errors

Barry P. Chaiken, MD, VP, Medical Affairs, McKesson Corp.

Diane Allen, RN, MS, Chief Nursing Officer, Concord Hospital



MCKESSON

Empowering Healthcare

Agenda

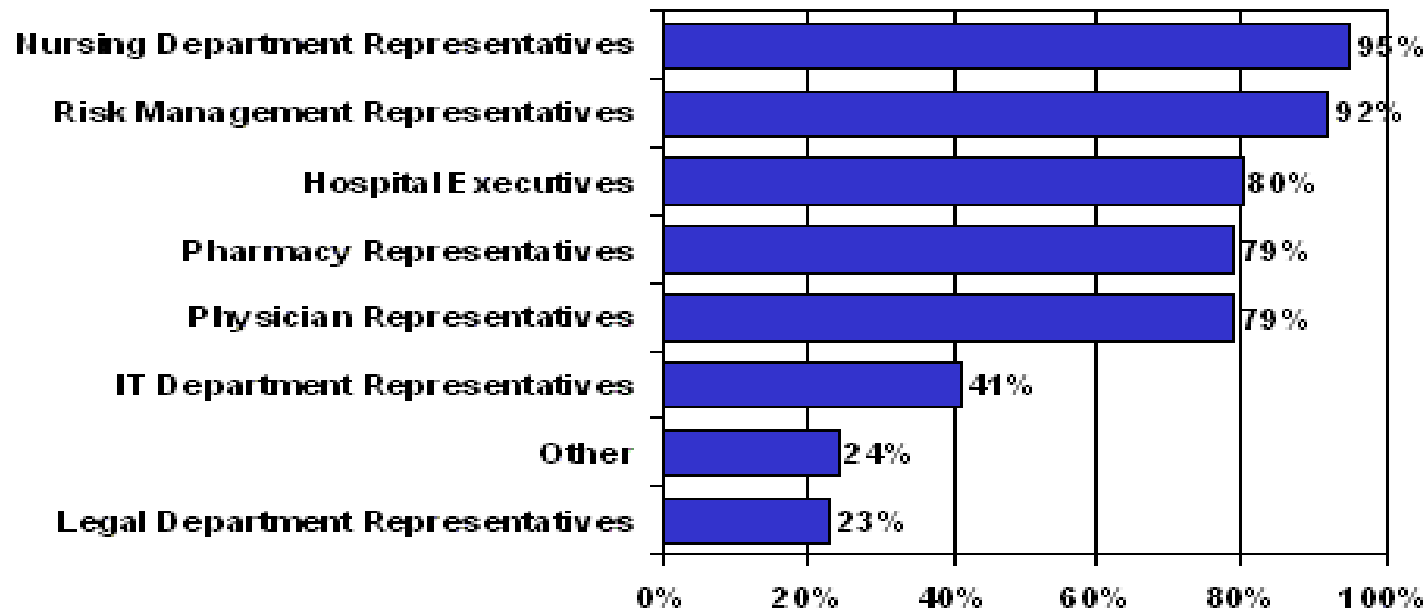
- **HIMSS Patient Safety Survey Results**
- **Drivers of Clinician Adoption**
- **Case Study: Results at Concord Hospital**

Survey Methodology

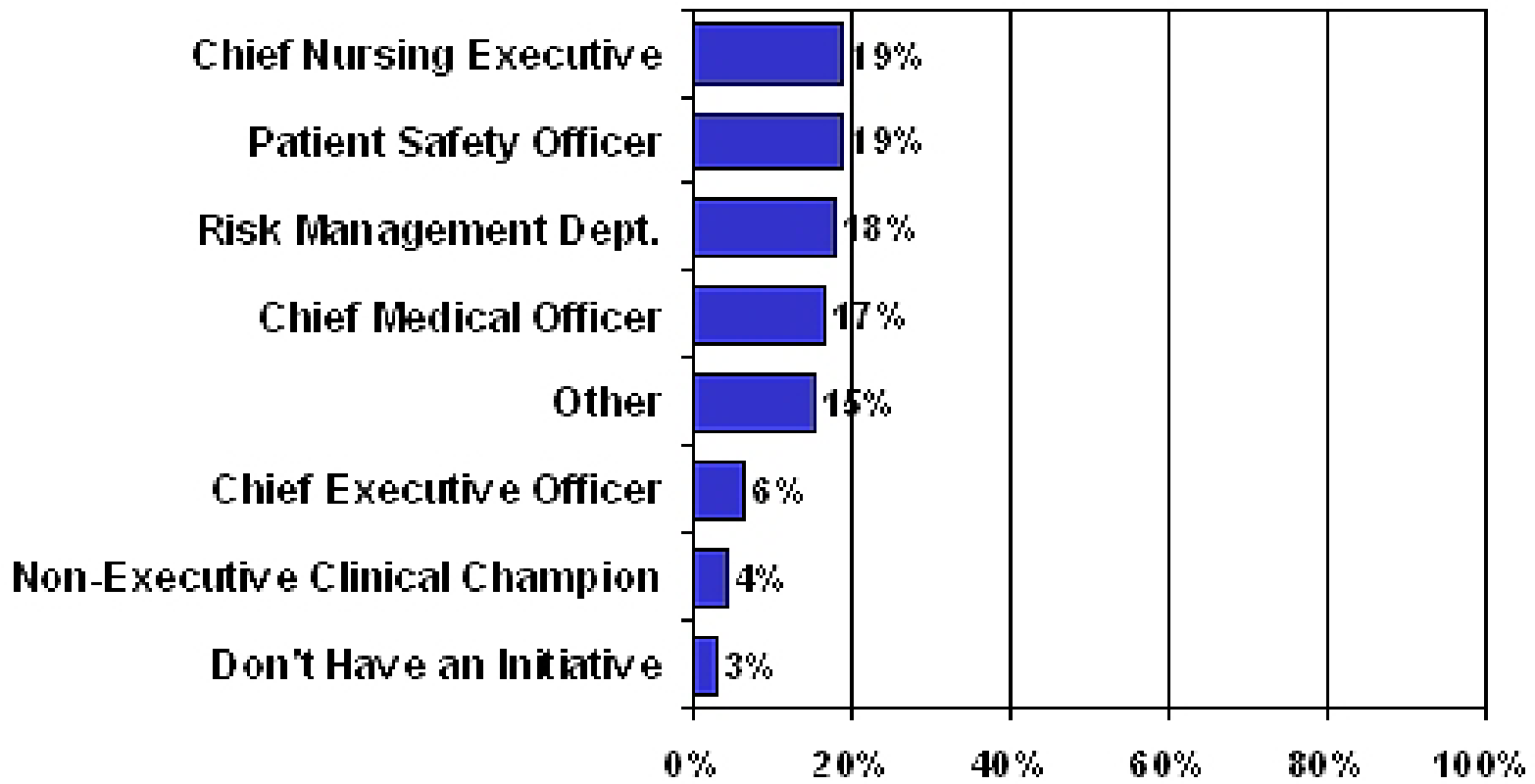
- **HIMSS Patient Safety Survey – Spring 2003**
- **Online survey – 247 respondents**
 - **Cross section of healthcare professionals**
 - **C-suite**
 - **Department heads**
 - **Staff**
- **Hospital employed (90%)**
- **Ambulatory setting (6%)**

Safety Focus Universal

- Patient safety initiative – 97%
- Patient safety committee – 89%
- Widespread representation
- Strong physician and nurse participation

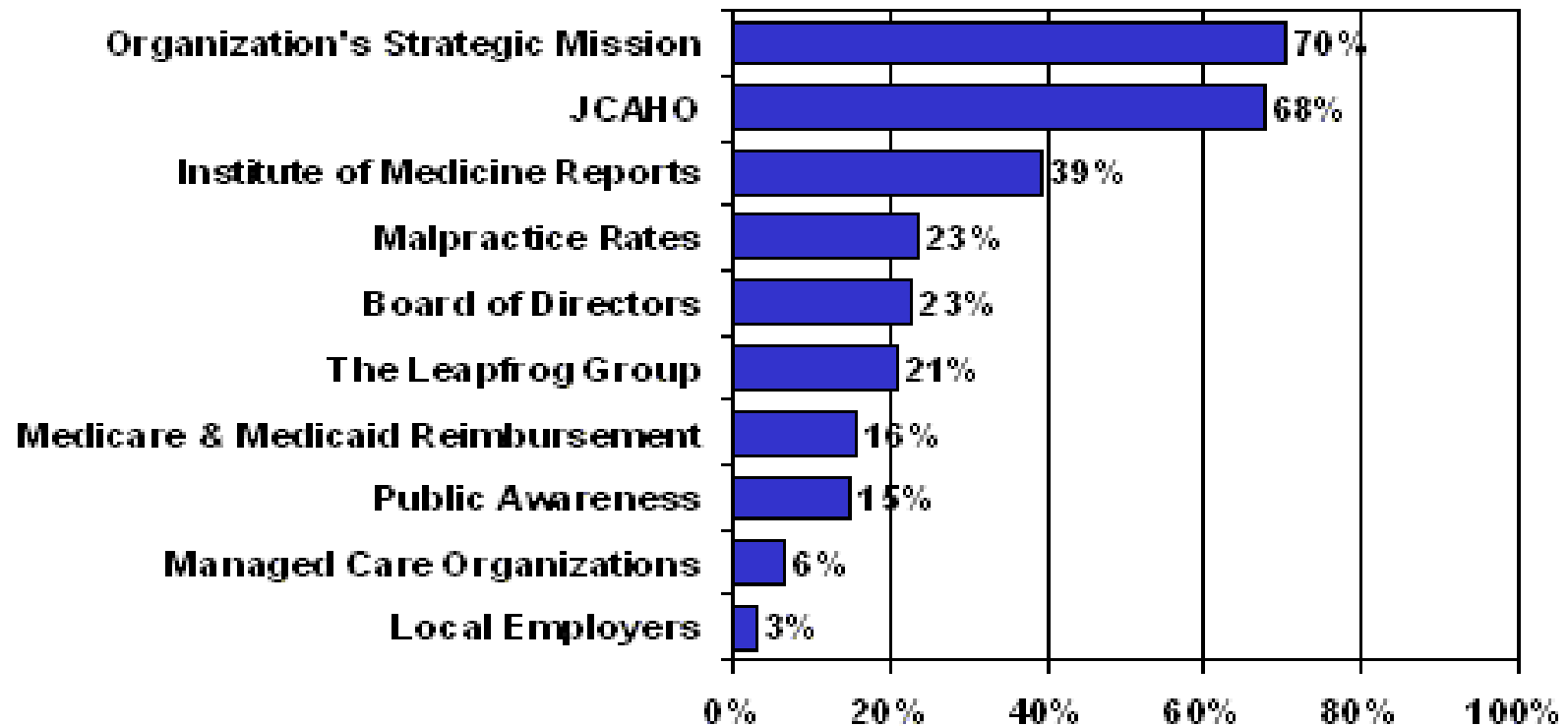


Committee Leadership Varies



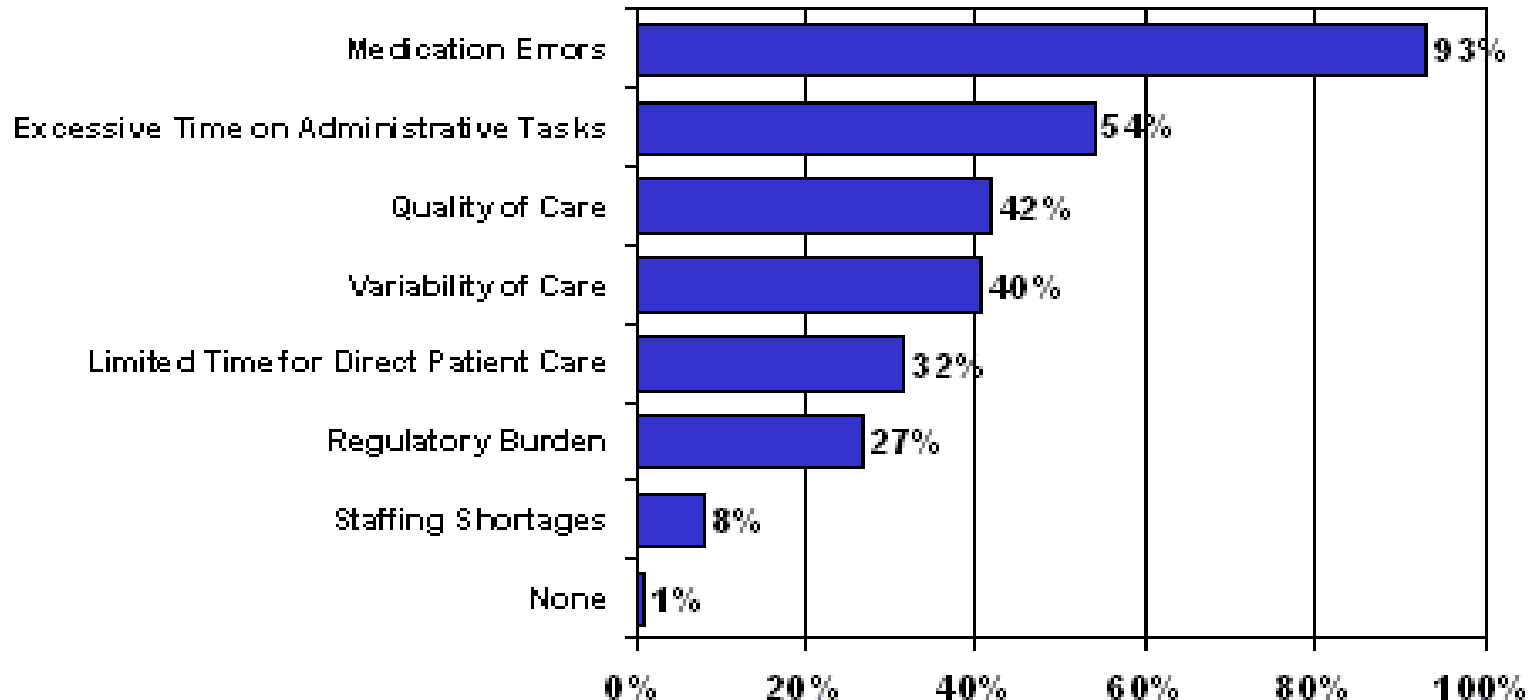
Strategic Mission Drives Safety

- JCAHO important factor
- Leapfrog, IOM reports less important



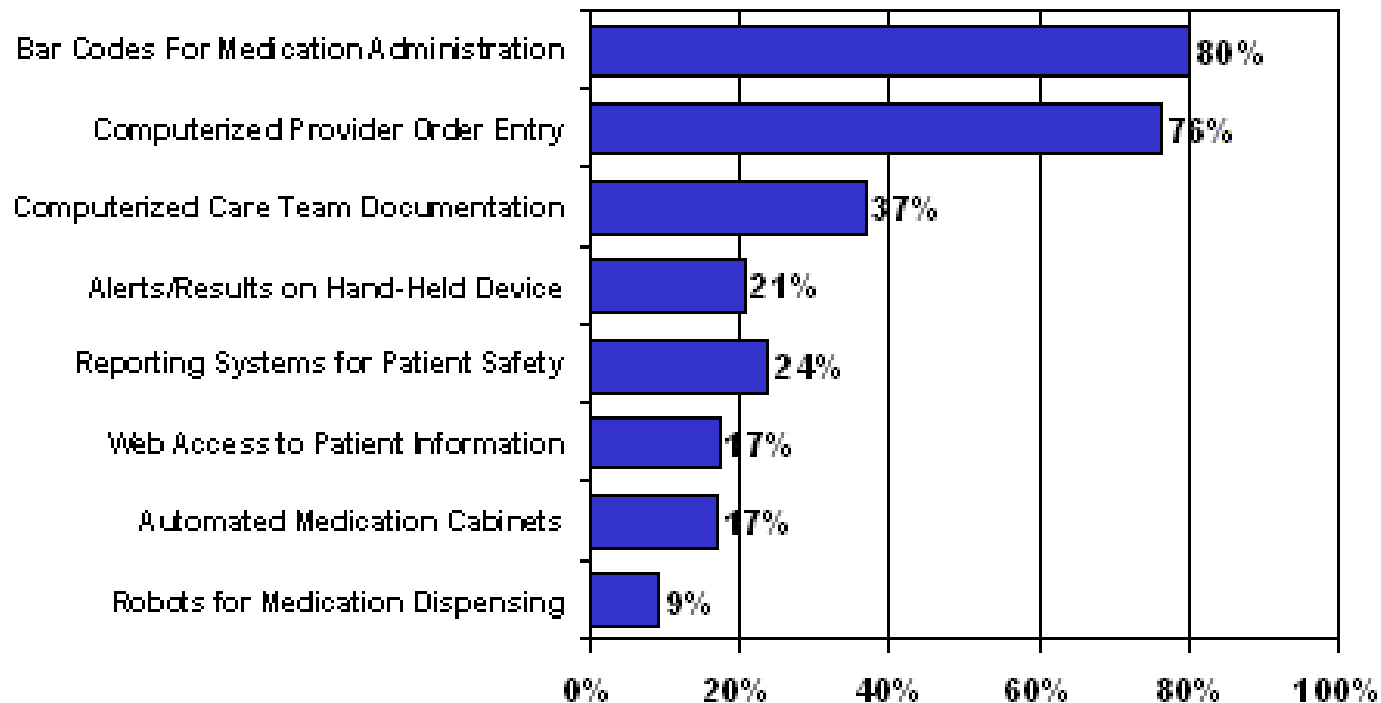
Technology Addresses Safety

- **Technology can enhance safety – 99%**
- **Medication errors good target – 93%**

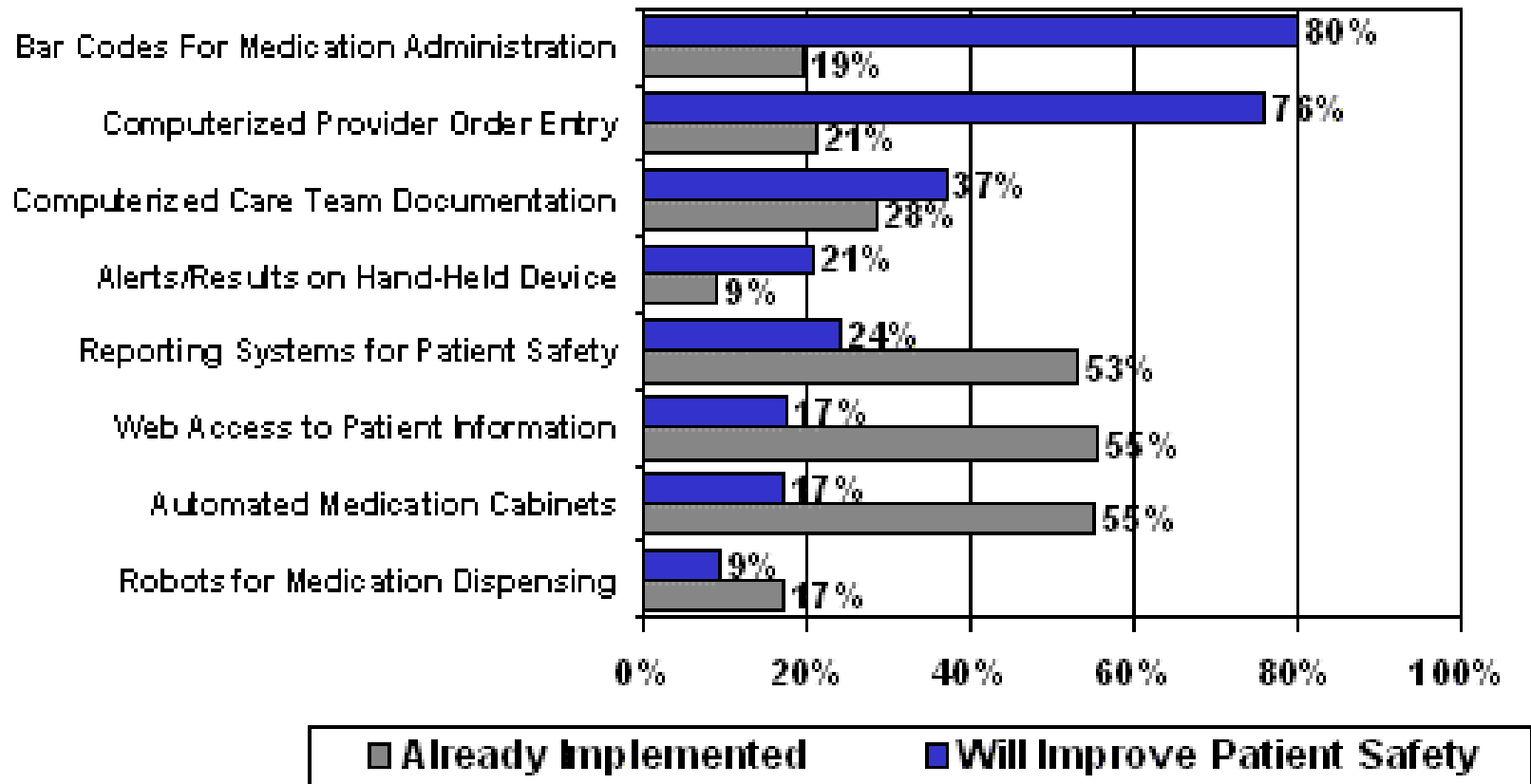


Bar Codes and CPOE Lead

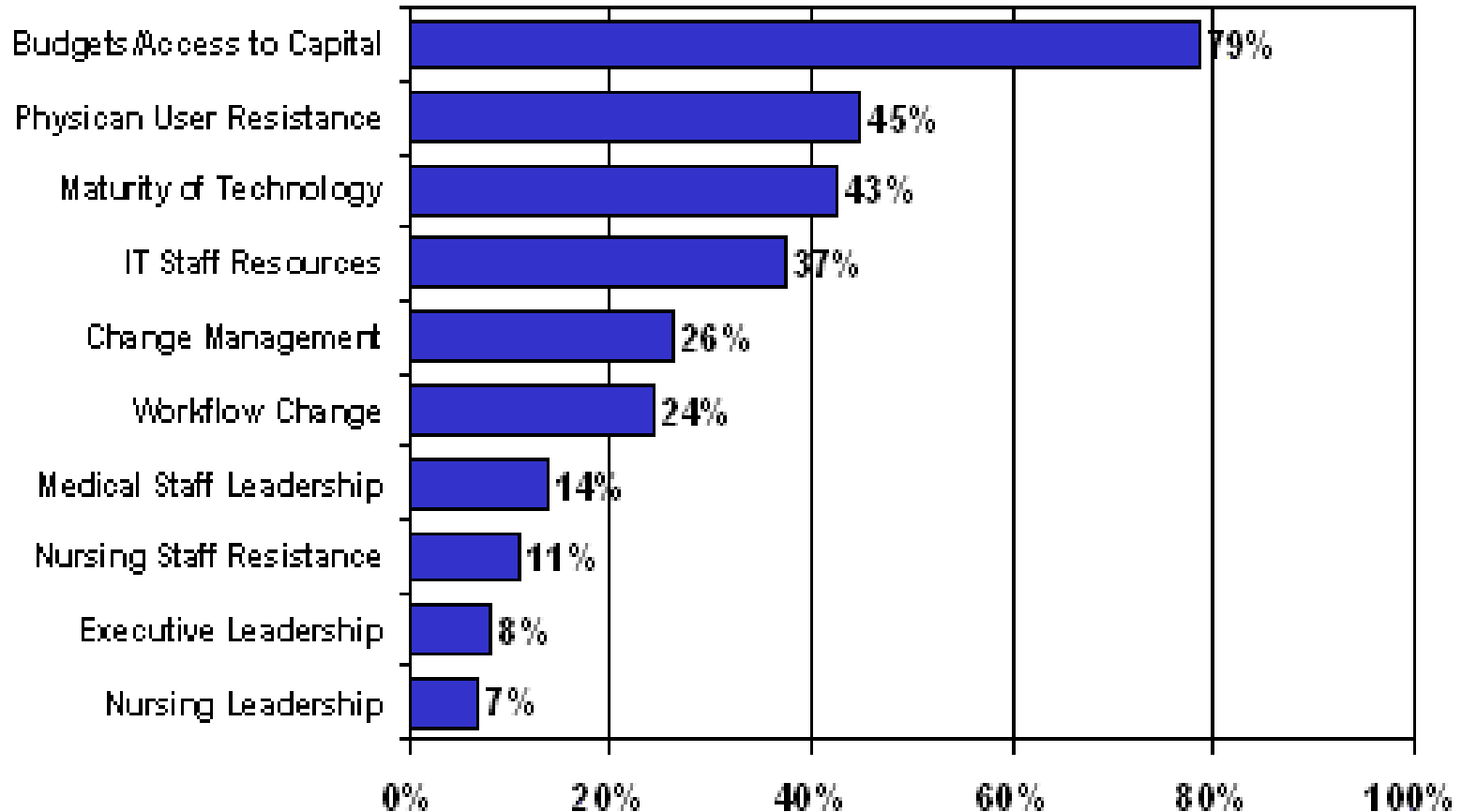
- **Bar codes for medication administration**
 - **FDA supports medication bar-codes**



Implementation Trails Potential



Funding Perceived as Obstacle



Metrics Vary

