

'Let's pop that pill and get it right'—computerised medication administration

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Rosemary Jeffrey is the Manager, Residential Care, Frontier Services. She is passionate about residents' rights in residential care and has lived in the Northern Territory for 30 years. She has worked in aged care for 24 years.

She is a registered nurse with a Grad Dip Nursing (Gerontology); TAA (training and assessment); and a Diploma in Management.

Marysia Kalcher is a long-time Darwin resident. She has been working for Frontier Services in aged care since 1993 in the roles of RN, CNC and DON. When she was CNC she was heavily involved in the pilot project in the NT for implementation a computerised software for medication management in a residential aged care facility. Marysia is currently the DON of Frontier Services Terrace Gardens aged care facility. She also was NT Aged Care Nurse of the Year in 2009.

Terrace Gardens is an aged care facility in Palmerston NT that has 56 places for frail aged Territorians and is operated by Frontier Services. It is unique in its tropical design, with cluster housing spread over a large area of land.

The GP Division of General Practice in the top end of the Northern Territory invited Terrace Gardens to participate in a pilot project. For many years the mismatching of prescriptions to medication charts has caused extra work for all parties involved. The project was to introduce a software package for computerised medication administration, in an aged care facility, that linked the medical officer and the pharmacist to the facility.

This paper will present the reasons why the facility needed to change its practice regarding medication management, the problems that the medical officer was experiencing, as well as the pharmacist.

The paper will address the implementation plan, and the resources required.

The positive outcomes for the resident, the staff, the organisation, the medical officers and the pharmacist will be presented, as well as the pitfalls, including IT resistance and other problems associated with the system.

An evaluation and recommendation will conclude this presentation.