

# Pharmacy Planning and Evaluation of a Computerized Prescriber Order Entry Implementation

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**Background:** The introduction of computerized prescriber order entry (CPOE) and electronic medication administration records (eMAR) to all non-critical care areas of our hospital occurred as a staggered rollout. Our goal was to ensure a smooth transition throughout the implementation.

**Description:** The pharmacy department developed and delivered a rollout plan as each of the 13 patient care areas went live.

**Action:** Early work included development and implementation of order sets, policy and procedures and assessment of pharmacists' daily workflows. Prior to each launch, the unit's pharmacist was engaged to anticipate the shift in medication order review activities, address service-specific issues and identify required supports and scheduling needed during the launch. System training and support to all pharmacists was provided with the first unit launch. For subsequent units review of new service-specific orders and tip sheets were used. Debriefing sessions were held with the pharmacists weekly after each roll out. Learnings from each launch were incorporated into the next unit launch.

**Evaluation:** Six months after the implementation pharmacists were asked how the rollout could have been improved. Overall, the pharmacists felt the rollout went well particularly as the staggered approach allowed for learnings to be applied to subsequent rollouts. Pharmacists gained experience with computerized orders and with the knowledge of several hospital electronic systems found that they became the unit's "go to" person for questions related to the CPOE/eMAR system. It was thought that physicians should have received more training prior to the launch. Education was desired for topics that were "new" for pharmacists (e.g., assessment and validation of all IV infusion orders).

**Implications:** Careful and intentional planning led to a seamless rollout from the pharmacy department perspective. Feedback from the pharmacists was incorporated into the rollout plan when CPOE/eMAR was launched in the critical care units.