

WELCOME

GINA GAMBARO

Director of Marketing

Rx

Asking a question is easy!

- About the topic being presented —
 - ❖ Click on the **Q&A** icon at the bottom of your screen
 - ❖ Type your question & hit Enter
 - ❖ Questions will be answered at the program's end, or offline if time runs out

- About technical issues or CE credit —
 - ❖ Click on the **Chat** icon at the bottom of your screen
 - ❖ Type your question & hit Enter
 - ❖ Our team will reply to your question right away

Housekeeping notes

- ▶ This webinar is being recorded for on-demand access later, after the series' conclusion
- ▶ To earn CE, you must attend the entire session
- ▶ **For those sharing a computer**
 - Complete a manual sign-in sheet before the program ends
 - Go to **Chat** to access the link for the sign-in sheet
 - Each participant must complete an evaluation to obtain CE credit
 - Instructions will also be emailed to the program registrant

2025 WEBINAR SERIES

eMAR Integration and Patient Care: Q&A With an Industry Expert

PAMELA BRYAN KRAMER

BA, LPhT

Executive Vice President
Forum Extended Care Services

SANJAY NANNAPANENI

PharmD, RPh

Director of Pharmacy Operations
Forum Extended Care Services

Learning objectives

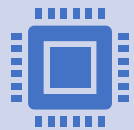
- ▶ Identify common pain points in eMAR-pharmacy integration specific to long-term and senior care settings.
- ▶ Evaluate how current eMAR workflows may contribute to errors or delays in care.
- ▶ Apply expert-recommended best practices to enhance communication, accurate data flow, and staff training that support better outcomes.

Defining electronic systems



Pharmacy push

Orders faxed by facility or e-Rx'd by prescriber for pharmacy to enter & push into facility eMAR



Facility push

Orders entered by facility staff directly into the EHR, which transmits to pharmacy

Identifying common pain points in eMAR-pharmacy integration

1. *From your experience, what are the most frequent breakdowns or frustrations you've seen when eMARs and pharmacy systems don't "talk" smoothly?*
 - Pharmacy-push systems
 - All system

Identifying common pain points in eMAR-pharmacy integration (cont'd)

2. *What issues do you see with specific systems?*

- Certain pharmacy-push systems
(ALIS, August Health, Caremerge, ECP, Eldermark, Yardi)
- Most pharmacy-push systems
- Facility-push systems
(MatrixCare, PCC)

Evaluating how current eMAR workflows may contribute to errors or delays

3. *Can you share examples of eMAR interface issues that directly led to a delay or medication error?*

- Duplicate therapy—prescription renewals
- Titration tapers—start & stop dates

Evaluating how current eMAR workflows may contribute to errors or delays (cont'd)

4. *Where in the typical workflow do you think errors are more likely to occur, and why?*

➤ Resolution queues

Evaluating how current eMAR workflows may contribute to errors or delays (cont'd)

5. *How can managers & nursing staff spot red flags before residents are impacted?*

➤ Monitoring queues:

- ❖ Pending orders
- ❖ Resolution queue
- ❖ Scanning meds (where appropriate)

Applying best practices

6.

What have you seen work best to improve communication between the pharmacy and facility staff when using eMAR systems?

- Understanding who has control over which features
- Using your eMAR vendor for support

Applying best practices (cont'd)

7. *What are your recommendations for best practices?*

➤ Pharmacy-push systems:

- Process
- New-order acceptance
- Pending orders
- Approving orders

Applying best practices (cont'd)

8. *If a facility could implement just one best practice tomorrow to improve eMAR integration & outcomes, what would you recommend?*

➤ Super-users!

Q & A

About CE credit

Administrator credit

This program has been approved for one total participant hour of continuing education credit by the National Continuing Education Review Services (NCERS) of the National Association of Long-Term Care Administrator Boards (NAB).

Approval #20230326-1-A82034-DL

Nursing credit

This program has been approved for one total participant hour of continuing education credit by The Illinois Board of Nursing, an approved sponsor of continuing education by the Illinois Department of Professional Regulation.

Obtaining CE credit

- ▶ Complete the evaluation at the conclusion of this program:
 - In your web browser
 - Also emailed immediately following this program
- ▶ For those sharing a computer to view the webinar:
 - Submit your sign-in sheet to the email address listed on the form
 - Each participant will then be emailed a link to the evaluation
 - Each person must complete an evaluation to receive CE credit
- ▶ CE certificates should be **emailed in the next 30 days**

Want more CE after this?

*Visit our on-demand center for
additional programs and information
on upcoming webinars*

ForumPharmacy.com



Scan me!

THANK YOU!