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Computerized Physician Order Entry



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Definitions

Information system is an arrangement and integration of four things, Data, Processes, People and Technology which interact to collect, process, store and provide as output the information needed to support the organization.

CPOE: A solution to a current human system problem that focuses on achieving improved quality and safety for all patients with the best documentation available.





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Definitions

These definitions were found in the lecture recording but not in the handout.

- EMR (Electronic Medical Record):
 - The set of databases (lab, pharmacy, radiology, clinical notes, etc.) that contains the health information for patients within a given institution or organization.
- CDS (Clinical Decision Support) component:
 - Software that makes relevant information available for clinical decision-making (clinical data, references, clinical guidelines, situation-specific advice)
- **CPOE** (Computerized Physician Order Entry) component:
 - Enables clinicians to enter orders (tests, meds, dietary, etc.).
- CCR (Computerized Clinical Reminder):
 - just-in-time reminders at the point of care that reflect evidence-based medicine guidelines.

Medical Errors

The graph and the table are from the same study Both aren't not in the handout but explained by the doctor



22.4% possibly prevented with CPOE depending on specific CPOE system characteristics.

shows the classification of these errors using CPOE.



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Severity of prescribing errors and rated preventability by use of a computerized prescriber order entry system.

-About 65% of 1111 prescribing errors could've been prevented by using cpoe and about 20% can be (possibly) prevented, and 15% aren't likely to be prevented by cpoe.

-Of the 1111 prescribing errors, most occurred in the un-likely to have caused harm category (69.2%), followed by ratings of likely to have required monitoring (19.3%). The least amount of errors (n = 128; 11.5%) occurred in the likely to have produced patient harm.

Two Harvard studies found that physician ordering errors accounted for 56%-78% of all preventable Adverse Drug Events.

Table 1. Examples of Prescribing Errors Rated as Likely, Possibly, or Unlikely to Be Prevented With Computerized Prescriber Order Entry (CPOE) and the Most Likely Proximal Cause of the Error

| Classification | Examples | Proximal Cause |
|------------------------------------|---|---------------------------------|
| Likely to be prevented with CPOE | Diltiazem, 240 mg by mouth daily. Sustained-release formulation not specified. | Medication knowledge deficiency |
| | Unasyn (ampicillin sodium/sulbactam sodium) prescribed for a patient with a penicillin allergy (allergy documented on order). | Medication knowledge deficiency |
| | Fluconazole, 400 mg × 1 dose, then 200 mg daily (intravenous vs oral not specified). | Slip |
| Possibly prevented with CPOE | Azathioprine, 200 mg by mouth 3 times per day. Order clarified to 200 mg by mouth daily. | Medication knowledge deficiency |
| | Change in amikacin dose and frequency based on age, creatinine clearance, and weight. | Medication knowledge deficiency |
| | Chemotherapy ordered without posttherapy antiemetics (per protocol). | Slip |
| Jnlikely to be prevented with CPOE | Hormone patch daily (patient did not know what she was taking at home). | Patient knowledge deficiency |
| | Order for carmustine written. Pharmacist clarified that carmustine only to be given if patient was unable to swallow hydroxyurea, which was also ordered. | Slip |
| | Ritonavir, 200 mg by mouth twice per day ordered. Patient was appropriately taking 400 mg by mouth twice per day prior to admission. | Transcription error |

Examples of Prescribing Errors Rated as Likely, Possibly, or Unlikely to Be Prevented With Computerized Prescriber Order Entry (CPOE) and the Most Likely Proximal Cause of the Error.

Not in the handout but explained by the doctor

Table 3. Most Common Error Types for Clinically Significant Prescribing Errors and the Likelihood of Preventability With Computerized Prescriber Order Entry*

| Likely | Possibly | Unlikely |
|--------|----------|-----------------|
| | Likely | Likely Possibly |

Physician drug ordering errors are most often due to one of two causes: 1. Lack of knowledge about the drug

Wrong dose. ${\bullet}$

Not in the

handout but

explained by

the doctor

- Wrong frequency.
- Drug-drug interaction.
- 2. Incomplete patient information.
- Documented allergies.
- Recent lab results.

| Preventable | Preventable | Preventable |
|-------------|--|--|
| 27 (20) | 69 (52) | 38 (28) |
| 17 (25) | 35 (50) | 17 (25) |
| 24 (75) | 7 (22) | 1 (3) |
| 16 (73) | 5 (22) | 1 (5) |
| 5 (23) | 6 (27) | 11 (50) |
| 5 (31) | 4 (25) | 7 (44) |
| 0 (0) | 10 (83) | 2 (17) |
| 2 (20) | 6 (60) | 2 (20) |
| 3 (43) | 3 (43) | 1 (14) |
| 4 (22) | 11 (61) | 3 (17) |
| 103 (30) | 156 (46) | 83 (24) |
| | Preventable 27 (20) 17 (25) 24 (75) 16 (73) 5 (23) 5 (31) 0 (0) 2 (20) 3 (43) 4 (22) 103 (30) | Preventable Preventable 27 (20) 69 (52) 17 (25) 35 (50) 24 (75) 7 (22) 16 (73) 5 (22) 5 (23) 6 (27) 5 (31) 4 (25) 0 (0) 10 (83) 2 (20) 6 (60) 3 (43) 3 (43) 4 (22) 11 (61) 103 (30) 156 (46) |

*Data are number (percentage) of errors. Percentages may not add to 100 due to rounding.

-103 errors out of 342 are likely preventable using CPOE. -156 errors out of 342 are possibly preventable using CPOE. -83 errors out of 342 are unlikely to be prevented using CPOE.

ADEs

Adverse drug events (ADEs) are the most common cause of injury to hospitalized patients and are often preventable.

- A CPOE with **an advanced level of CDS** is needed to prevent many of the prescribing errors with the greatest potential to lead to patient harm.
 - **Basic** = drug-allergy, drug-drug interaction & duplicate therapy checking, basic dosing guidance, formulary decision support.
 - **Advanced** = dosing for **renal insufficiency** and geriatric patients, guidance for medication-related lab testing, **drug-pregnancy** and **drug- disease contraindication checking**.

Adverse Drug Reactions (ADR)

- Several studies have found a serious medication error in 3.4%- 5.3% of inpatients.
- The cost of a single preventable ADE is \$4,685• \$1.3 million annually for an average 300 bed hospital.

CPOE Can Help Reduce Errors

- Brigham and Women's Hospital launched its first CPOE in 1993.
- Since then, they have documented a 54% reduction in serious medication errors.
- Resulted in 62% reduction in preventable ADE's.

Quality and Efficiency

CPOE allows for physician reminders of best practice or evidence-based **guidelines**.

- Indiana University study:
 - Pneumococcal Reminders
 vaccine in eligible
 patients
 - $\bullet \quad 0.8\% \rightarrow 36\%$
 - Heparin prophylaxis

Improved Quality

Improved Efficiency

Maimonides Medical Center (Bronx, NY), 700 bed teaching hospital.

After CPOE, found substantial reduction in order processing time:

- Physician order to receipt by pharmacy:
 - 3.4 hours \rightarrow 0.5 hours
- Physician order to Delivery to Patient Care Area:

■ 18.9% → 32%

 \circ 4.6 hours \rightarrow 1.4 hours

Estimate $12\% \downarrow$ in LOS following CPOE.



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Safety & Quality responsibilities

- Drug-Drug interactions.
- Drug-Disease interactions:

Renal dosing Hepatic dosing Heart failure

Asthma

- Pediatric/Neonatal weight based dosing.
- Medication Reconciliation. (CPOE improves medical reconciliation)

Advantages of CPOE



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- In 2005, only 4% of hospitals are in full compliance with CPOE; 17% have made good progress.
- Government and larger teaching hospitals are more likely to have implemented CPOE.
- Effective in reducing the rate of serious medication errors.
- Reduction in antibiotic-related ADEs after implementation of decision support for these drug.
- Length of stay at Wishard Memorial Hospital in Indianapolis fell by 0.9 days, and hospital charges decreased by 13% after implementation of CPOE.
- A study at Ohio State University also identified substantial reductions in pharmacy, radiology and laboratory turnaround times, and there was a reduction in length of stay in one of the two hospitals studied.
- Research estimates that implementation of CPOE systems at all non-rural U.S. hospitals could prevent three million adverse drug events each year.

Reasons For CPOE

| Order Communication | Standardization of care | Alerts and Reminders | |
|---|--|--|---|
| Clarity of Orders. Ease of Identifying the Ordering Physician. Easy to communicate with the physician who prescribed certain medications. | Clinically validated order sets for: 1. Clinical diagnoses 2. Procedures 3. Situations (post-op order sets) It facilitates enforcement of clinical guidelines. | (Real time decision support) Drug Safety Database (Conflict Checking). Clinically validated rules. | |

Examples



The graph shows weeks before and after CPOE implementation. When maximum dose was evaluated, it was found that in the pre-order (before CPOE implementation) entry sample, 2.1% of medication orders called for maximum doses that exceeded the highest recommended dose. In the first post-order (after CPOE implementation) entry month, this decreased to 0.56%. The proportion of orders exceeding the maximum recommended dose continued to decrease in subsequent years (0.31% at 1 year; 0.24% at 2 years), possibly because of increased use of order sets.

Examples of reduced errors

- Potts studied ADE rates in 13,828 medication orders before/after CPOE implementation at Vanderbilt Children's PICU.
- This helped in reinforcing regulations & guidelines

In this study, CPOE significantly reduced all categories of errors. Medication prescribing errors and rule violations were virtually eliminated, and potential ADEs were reduced by 40.9%. In addition, during the study, there were no reports of errors caused by the CPOE system, including no reports of orders being entered on the wrong patient.

Examples of Introducing errors



(Week 0).

Click here to

read the paper

Brigham and Women's Hospital, Boston introduced a CPOE: 1.

| | Pre | Period 1 | Period 2 | Period 3 | Proportion increased then dropped |
|--------------------------------|------|----------|----------|----------|---|
| Potential ADEs/1000 pt-days | 15.8 | 31.3 | 59.4 | 0.5 | because of the training and learning time |

After implementation, the rate of intercepted Adverse Drug Events (ADE) doubled!

Pre-OF Post-0E Figure 3. Change in use of nizatidine, as a percentage of all oral Figure 5. Percentage of medication orders with doses exceeding the histamine₂-blocker orders, after the computer intervention was introduced recommended maximum 35 30.1 30 90 25 <u>ම</u> 20 a 15 10 5 1.3 0.2 0.1 pre-CPOE post-CPOE Potential ADE's Medication Prescribing Errors Rule Violations * p Value < 0.05

Potts AL, Barr FE, et al. Pediatrics. 2004 Jan;113(1 Pt 1):59-63.

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- Reason: The system allowed to easily order much too large dosage of potassium chloride without clear indicating that it be given in divided doses. Bates et al The impact of computerized physician order entry on medication error prevention. JAMIA 1999, 6(4), 313-21.
- Association with increased PICU mortality: 2.
 - 2.8% 14 months before CPOE Ο
 - 6.4% 5 months after CPOE Ο
- CPOE associated errors were 19%, IT related errors were 50% 3. and EHR errors 34%.





Examples

Examples of reduced costs

- Brigham and Women's Experience: Cost-Effective
 - \$3.7 million implementation. Ο
 - \$ 600,000 to \$1.1 million operational costs. Ο
- **Results:**
 - Decreased drug costs. Ο
 - ADE cost is approximately \$4,700. Ο
 - The return on initial investment has been \$5 to \$10 million in annual Ο savings.
 - Full implementation of computerized physician order entry and medication Ο related quality outcomes: a study of 3364 hospitals in 2013 showed that only 8% of US hospitals have fully implemented CPOE systems.

Challenges

- The upfront cost of implementing CPOE is one major obstacle for hospitals. At Brigham and \bullet Women's Hospital, the cost of developing and implementing CPOE was approximately \$1.9 million, with \$500,000 maintenance costs per year since.
- Installation of even "off the shelf" CPOE packages requires a significant amount of customization for each hospital and can be very expensive.
- **Integration** with other systems, cost, time, technical.
- Cultural obstacles to CPOE implementation. For example, some physicians resist utilizing • computerized decision support tools, relying instead on practice experience.

CPOE Lessons from Other Institutions

Leadership

- Physicians need to lead the effort as the primary users.
- However, CPOE is an interdisciplinary project that requires input and coordination with

Commitment

CPOE affects the workflow and process of all caregivers and ancillary departments.

Support

\$25.0

\$20.0

\$15.0

\$10.0 \$5.0

\$0.0

-\$5.0

-\$10.0

-\$15.0

-\$20.0

-\$25.0

Time (years)

Actual ····· True Margin

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Net Present Value (in \$ millions)

Responsiveness and Flexibility are key

all clinical groups (nursing, PT/OT, Case Management, Pharmacy, Lab, Radiology, etc.) and I.T.

- Success requires commitment to change at all levels.

Must be ongoing, not just at rollout.

Support is important especially in the first period of implementation



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| The Need for CPOE |
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|-------------------|

| Improved patient safety Improved quality Improved efficiency Reducing operating cost | Improved patient safety | Improved quality | Improved efficiency | Reducing operating costs |
|--|-------------------------|------------------|---------------------|--------------------------|

Does CPOE take more time?

Physicians are concerned that CPOE will take too much time.

Evidence shows that CPOE adds less than one minute to the time physicians spent writing orders and overall only added **1-2 minutes** per patient encounter. As physicians gained experience with the system, the time for orders actually decreased.







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The clinical benefits for improved patient care clearly outweigh the perceived concerns

What is needed for success?

- 1. Clinicians:
 - End-users (clinicians) must be willing to champion the implementation of CPOE.
 - Clinicians must be involved in design and implementation of the system.
 - Clinicians must be flexible and willing to change workflow processes.
- 2. Information Technology (I.T. Department) :
 - Ensure fast, reliable, and easily accessible system.
 - Provide ongoing support.
 - Train, educate users.
- 3. Institution :
 - Commitment to workflow changes.

Summary

- CPOE is a key component to improve patient safety and quality of care.
- The focus needs to be on workflow and process of care changes that are necessary for optimal patient care, not on implementing a new computer system.
- Commitment from clinicians to help with process design and implementation is critical for success.
- CPOE is a clinical based process development to improve patient care, not an IT project.

Book Summary⁴³⁸

Computerized Physician Order Entry (CPOE)

- **CPOE has the potential to reduce medication errors** through a variety of mechanisms.
- It can be easily linked to drug-drug interaction warning, is more likely to identify the prescribing physician, is able to link to adverse drug event (ADE) reporting systems, can avoid medication errors like trailing zeroes, creates data that is available for analysis, can point out treatment and drugs of choice, can reduce under and over-prescribing, and allows prescriptions to reach the pharmacy quicker.
- ✓ Reduce Medication Errors:
- Inpatient CPOE:
 - CPOE can decrease serious inpatient medication errors by a relative risk reduction of 55%. However, this frequently cited article did not show reduction of potential adverse drug events (ADEs)
 - A more recent systematic review and meta-analysis suggested that transition from paper-based ordering to commercial CPOE systems in ICUs was
 associated with an 85% reduction in medication prescribing error rates, but that there was mixed evidence that CPOE reduced ICU mortality. The study
 concluded "there is also a critical need to understand the nature of errors arising post-CPOE and how the addition of advanced CDSSs can be used to
 provide even greater benefit to delivering safe and effective patient care.
- Outpatient CPOE:
 - There is more of a chance for a medication error written for outpatients, because there are far more prescriptions written in the ambulatory setting than in acute care facilities.
- Reduce Costs
- ✓ Reduce Variation of Care



| | Summary |
|-------------------------------|--|
| CPOE | The process where a medical professional entering orders or instructions electronically. CPOE is a solution to a current human system problem that focuses on achieving improved quality and safety for all patients CPOE is viewed as an important tool to improve patient safety and quality of care delivered. CPOE is a computer application that accepts physician orders such as : Meds, Laboratory Tests, Diagnostic Studies, Ancillary Support, Nursing Orders, Consults. |
| CPOE infrastructure | EHR Drug information database DSS Other: Documentations, Medications, Test reports and lab results |
| IOM | Actions: Endorsement of CPOE Establish CPOE as an Institutional Commitment and Goal Identify CPOE as a Quality and Safety |
| Medical Errors | Medication errors resulting in preventable ADEs most commonly occur at the prescribing stage Physician drug ordering errors are most often due to one of two causes: Lack of knowledge about the drug Incomplete patient information. |
| Advantages of CPOE | • There are numerous advantages including: Improve communication, Assist with calculations, Assist with monitoring, Require key pieces of information (dose, e.g.), Make knowledge more readily accessible, Perform checks in real time, and Provide decision support. |
| Characters | Ordering of tests, medications, and treatments. It involves electronic communication of the orders |



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MCQs

| 1- Which of the following is NOT an advantage of CPOE? | 3- How can CPOE reduced ADE? | 5- Which of the following supports the need of CPOE? |
|---|---|---|
| A- Improve communication B- Assist with calculations. C- Reads patient imaging. D- Perform checks in real time. | A- Duplicating therapy checking B- By prescribing patient medication based of the diagnosis on its own. C- By preventing the doctor from prescribing high risk drugs without confirmation from administration D- By blocking prescription of high risk drugs | A- Increasing operating costs B- Reducing efficiency C- Reducing workload on hospital workers D- Increased patient safety. |
| 2- The set of databases (lab, pharmacy, radiology, clinical notes, etc.) that contains the health data & information for patients within a given institution or organization. | 4- Which of the following falls under clinical aspect of informatics? | 6- Which of the following often uses rule-based methods for checking appropriateness of care? |
| A- EMR B- CDS C- CPOE D- CCR | A- CME B- CPOE C- CDS D- CCR | A- CME B- CPOE C- CDS D- CCR |
| Answers key | | |
| 1-C 2-A 3-A 4-B | 5-D 6-B | |

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Comparison between CPOE and paper prescription

Study setting: the study took place at King Khalid

University Hospital in the outpatient and inpatient

pharmacies from October 2011 to April 2012.

Study subject: the target population for this study was

handwritten and electronic prescriptions.

Study design: prospective study of randomized collection

of prescriptions.



electronic prescriptions.



DRIGINAL ARTICLE

KEYWORDS

Assessment of legibility and completeness of handwritten and electronic prescriptions

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Abstract Objectives: To assess the legibility and completeness of handwritten prescriptions and compare with electronic prescription system for medication errors. Design: Prospective study. Setting: King Khalid University Hospital (KKUH), Riyadh, Saudi Arabia. Subjects and methods: Handwritten prescriptions were received from clinical units of Medicine Outpaient Department (MOPD), Primary Care Clinic (PCC) and Surgery Outpaient Department (MOPD), primary Care Clinic (PCC) and Surgery Outpaient Department (SOPD) whereas electronic prescriptions were collected from the pediatric ward. The handwritten pre-scription was assessed for completeness by the checklist designed according to the hospital prescrip-tion and evaluated for legibility by two pharmacists. The comparison between handwritten and electronic prescription errors was evaluated based on the validated checklist adopted from previous studies.

Studies. Main outcome measures? Legibility and completeness of prescriptions. Main outcome measures? Legibility and completeness of prescriptions. Results: 398 prescriptions (199 handwritten and 199 e-prescriptions) were assessed. About 71 (35.7%) of handwritten and 5 (2.5%) of electronic prescription errors were identified. A significant statistical difference (P < 0.001) was observed between handwritten and e-prescriptions in omitted dose and omitted route of administration category of error distribution. The rate of completeness in patient identification in handwritten prescriptions was 80.97% in MOPD, 76.36% in PCC and \$5.33% in SOPD clinic units. Assessment of medication prescription completeness was 91.48% in MOPD, 88.48% in PCC, and 89.28% in SOPD.

دراسة أجراها الدكتور أحمد، موجودة بالعرض ولكن ماشرحها. فننصح تلقون عليها نظرة















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Medical informatics 439







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Hassan alshurafa

Raghad Soaeed

Nasser Almutawa

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Abdulaziz Alderaywsh

Samar almohammedi

