TO: Chair and Members
   Emergency & Community Services Committee

WARD(S) AFFECTED: WARDS 6 and 13

COMMITTEE DATE: January 20, 2010

SUBJECT/REPORT NO:
Single Source Request for Pharmaceutical Services including Related Technology (CS10006) (Wards 6 and 13)

SUBMITTED BY:
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General Manager,
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PREPARED BY:
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SIGNATURE:

RECOMMENDATION:

That Medical Pharmacies Group Inc. be approved as the Single Source for pharmaceutical services and related technology for a three year period for Macassa and Wentworth Lodges.

EXECUTIVE SUMMARY

Wentworth and Macassa Lodges (the Lodges) have recently acquired Point Click Care, a software program that allows for implementation of the computerized Resident Assessment Instrument Multiple Data Set (RAI-MDS) records, which has been mandated by the Ministry of Health and Long Term Care (MOHLTC) for all Long Term Care (LTC) homes in Ontario. Information gathered and documented on residents will be entered into the RAI-MDS system. Reports generated are submitted to the Ministry of Health who will use this information to determine funding levels for the LTC Homes.

The Lodges currently have a contract with Medical Pharmacies Group Inc., which expires in March 2010, to provide all medications to their 430 residents. The medication
system is currently a very cumbersome paper process, which is not cost efficient and also leads to increased potential for medication error.

To address this problem, Point Click Care, in conjunction with Medical Pharmacies Group Inc., has developed an electronic medication administration records system (referred to as eMARS). The eMAR system is the linkage between a resident’s individual electronic clinical record, their medication record and the pharmacy providing pharmaceutical services.

While there are other eMAR programs on the market, there is not one that is as fully integrated as the eMAR system between Point Click Care and Medical Pharmacies Group Inc. As Point Click Care is the Lodges clinical software program, staff is recommending Medical Pharmacies Group Inc. as the Lodges single source for Pharmaceutical Services for the next three years. This recommendation will allow time for other potential pharmacy providers to partner with Point Click Care to develop a similar eMARS system.

Alternatives for Consideration – See Page 4

**FINANCIAL / STAFFING / LEGAL IMPLICATIONS** (for Recommendation(s) only)

**Financial:**
There is minimal dollar impact to the City of under $5,000 per lodge per year, as Pharmaceutical Services are funded directly by the MOHLTC. Pharmaceutical Services is funded for these services to residents by the MOHLTC through OHIP at an estimated annualized cost of over one million dollars.

**Staffing:**
There will be a significant decrease in the amount of time registered staff will need to spend on pharmaceutical management, as information automatically flows from one module (clinical records, medication record, and pharmacy) to the other.

**Legal:**
There are no legal Implications.

**HISTORICAL BACKGROUND** (Chronology of events)

In order for the Lodges to be able to implement and manage the RAI-MDS, a Request for Tenders was issued in 2008 for a clinical software system. As an approved vendor by the Canadian Institute of Health Information, Point Click Care was awarded the software tender. Point Click Care was implemented at the Lodges in July 2009.
Part of the clinical care of residents at the Lodges involves pharmaceutical management (physician ordering of medication, administration and recording of medication and medical treatments by registered nursing staff, nursing treatments administered by support workers, and ordering of resident medications from the pharmacy). The Lodges currently have a contract, which expires in March 2010, with Medical Pharmacies Group Inc. to provide these services to the Lodges. In the proposed new specifications for pharmaceutical management services, staff is requesting a shift from paper documentation to electronic documentation of medications as well as integration with the current Point Click Care system currently being used at the Lodges.

**POLICY IMPLICATIONS**

City of Hamilton’s Purchasing Policy By-law, Section 4.11 – Policy for Negotiations (single source). Currently there is only one pharmacy that has an eMAR system that integrates with Point Click Care, which is the software utilized (as a result of a previous competitive process) at both of the Lodges.

**RELEVANT CONSULTATION**

Point Click Care was consulted to confirm that Medical Pharmacies Group Inc. is the only current pharmacy with eMAR integration with Point Click Care. In addition, they were consulted to find out if any other pharmacies are currently working with Point Click Care on full integration. There is currently one other pharmacy working with Point Click Care, but the testing phase will not be completed for approximately 12 months.

The Corporate Services Department, Purchasing Section was consulted regarding the report recommendations, relevant policies and content.

**ANALYSIS / RATIONALE FOR RECOMMENDATION**

Currently the pharmaceutical management at the Lodges is paper driven (with the exception of physician ordering) with no integration to individual resident’s electronic clinical record. This paper driven process increases the potential of errors or medication omissions, increased non-compliance with the MOHLTC standards, as well as a heightened risk to residents and their health status. Additionally, the paper processes creates duplication in work, resulting in a lack of efficiency of nursing staff and is a time consuming processes. On average, a nurse can spend 4 hours of an 8
hour shift administering the morning medication pass to 38 residents, not including time processing physician orders or ordering medications.

While there are other eMAR programs on the market, there is not one that is fully integrated as the eMAR is between Point Click Care and Medical Pharmacies Group Inc. This means that other eMAR programs are stand alone computer tablets on each medication cart with no integration to the clinical record and have limited connectivity to the pharmacy. This eMAR system will assist in addressing these issues.

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<th>ALTERNATIVES FOR CONSIDERATION:</th>
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<td>(include Financial, Staffing, Legal and Policy Implications and pros and cons for each alternative)</td>
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The only other alternative would be to delay awarding the pharmacy contract (which currently expires in March 2010) for approximately 12-18 months until other pharmacies may be able to provide this fully integrated service with Point Click Care. This alternative is not recommended since it delays the potential positive impact on staff efficiencies, record accuracy and improved quality of care for the residents.

**Financial:**
There is minimal dollar impact to the City of under $5,000 per lodge per year, as Pharmaceutical Services are funded directly by the MOHLTC at an estimated annualized cost of one million dollars.

**Staffing:**
The anticipated time saved by the registered staff as outlined in the recommended option will be delayed for approximately a 18 month period, if another vendor that does not have the eMARS is awarded the contract.

**Legal:**
There are no legal implications.

**CORPORATE STRATEGIC PLAN** (Linkage to Desired End Results)


**Skilled, Innovative & Respectful Organization**
- More innovation, greater teamwork, better client focus
**Financial Sustainability**
- Effective and sustainable Growth Management

**Growing Our Economy**
- An improved customer service

**APPENDICES / SCHEDULES**

None.