

Development of an Electronic Medical Record (eMR) Training Program for Pharmacists

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BACKGROUND

- When SA Health's eMR (EPAS) was first implemented in 2013, pharmacists were provided with a full day of training designed for medical officers and follow-up workshops for pharmacy-specific workflows
- A pharmacy-specific training program was required to improve the delivery of targeted information and workflows for pharmacists

AIM

- To develop a specialised pharmacy training program for the implementation of EPAS

METHOD

- The initial training approach was reviewed and compared against the established learning objectives for pharmacists
- Feedback from pharmacists was incorporated in the redesign

RESULTS

Year	Summary of changes to training
2014	Pharmacy-specific Training Course <ul style="list-style-type: none"> • Structurally similar to the initial medical officer course • Focuses on examples relevant to pharmacists, e.g. <ul style="list-style-type: none"> • Documenting medication histories • Conducting medication reconciliation and reviews
2016	eLearning Modules <ul style="list-style-type: none"> • Designed for medical officers • Incorporated to increase exposure to the system prior to face-to-face training Pharmacy Activities Book (see Figure 2) <ul style="list-style-type: none"> • Complements the existing 'Pharmacy Training Course Learner Guide' (an instruction manual outlining system functionality) • Focuses on clinical pharmacy activities, arranged in a logical workflow to increase familiarisation with the system functionality • Serves as an ongoing reference source
2017	Pharmacy eLearning Journey (see Figure 3) <ul style="list-style-type: none"> • Customised for pharmacists Pharmacy Training Course Restructure <ul style="list-style-type: none"> • Option to divide the full-day pharmacy training course into two parts • Accommodates for different training requirements and staff availability Pharmacy Logbook (see Figure 4) <ul style="list-style-type: none"> • Developed for staff to keep track of their learning journey • Lists competencies covered in training and pharmacy training materials to help identify gaps in knowledge • Incorporates a variety of training requirements such as: <ul style="list-style-type: none"> • online eLearning modules • face-to-face training • completion of the pharmacy activities book • familiarisation with workflows and business rules

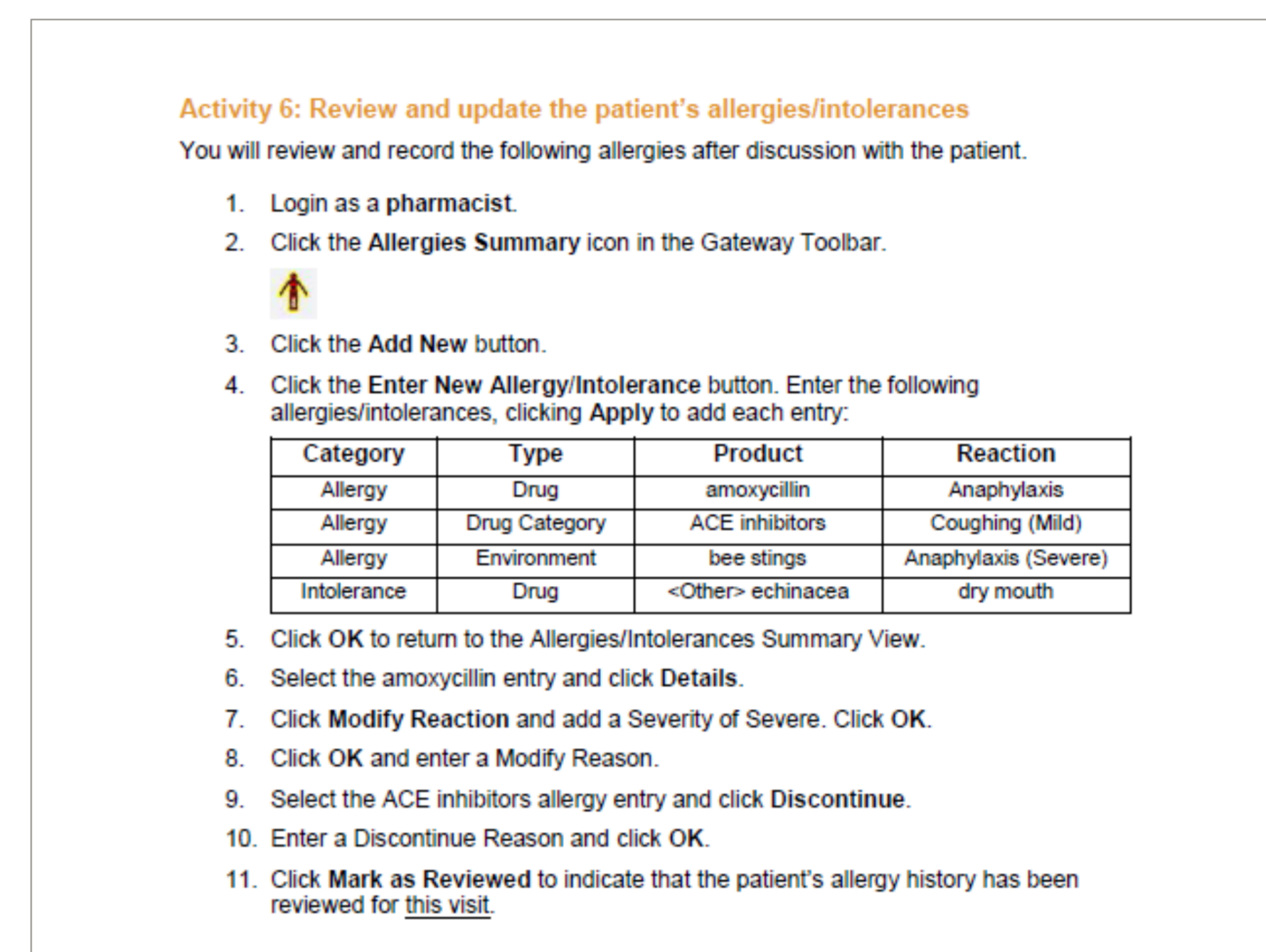


Figure 2. Excerpt from Pharmacy Activity Book: Allergy activity

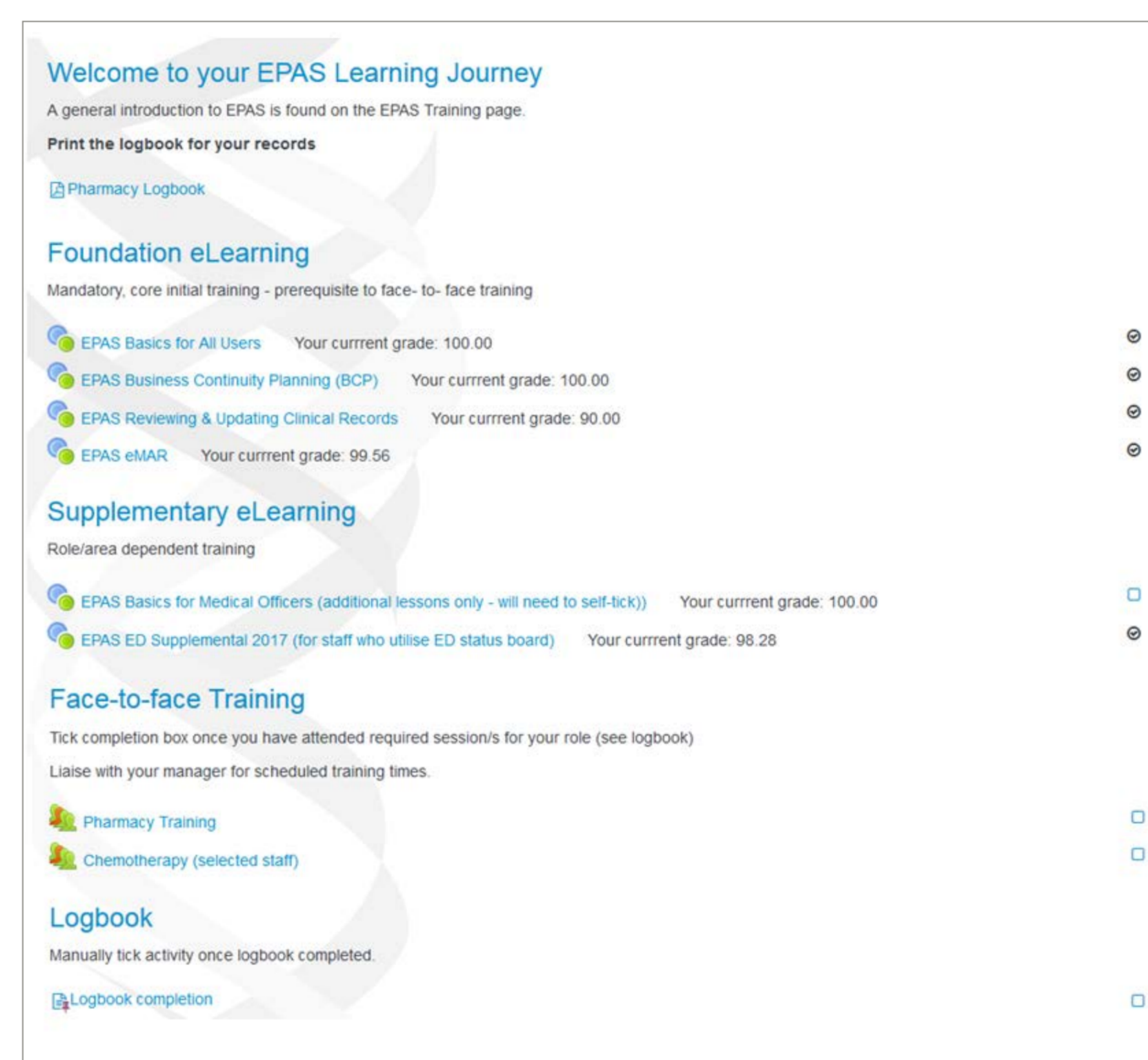


Figure 3. EPAS Pharmacy Learning Journey: eLearning, Face-to-face Training and Logbook

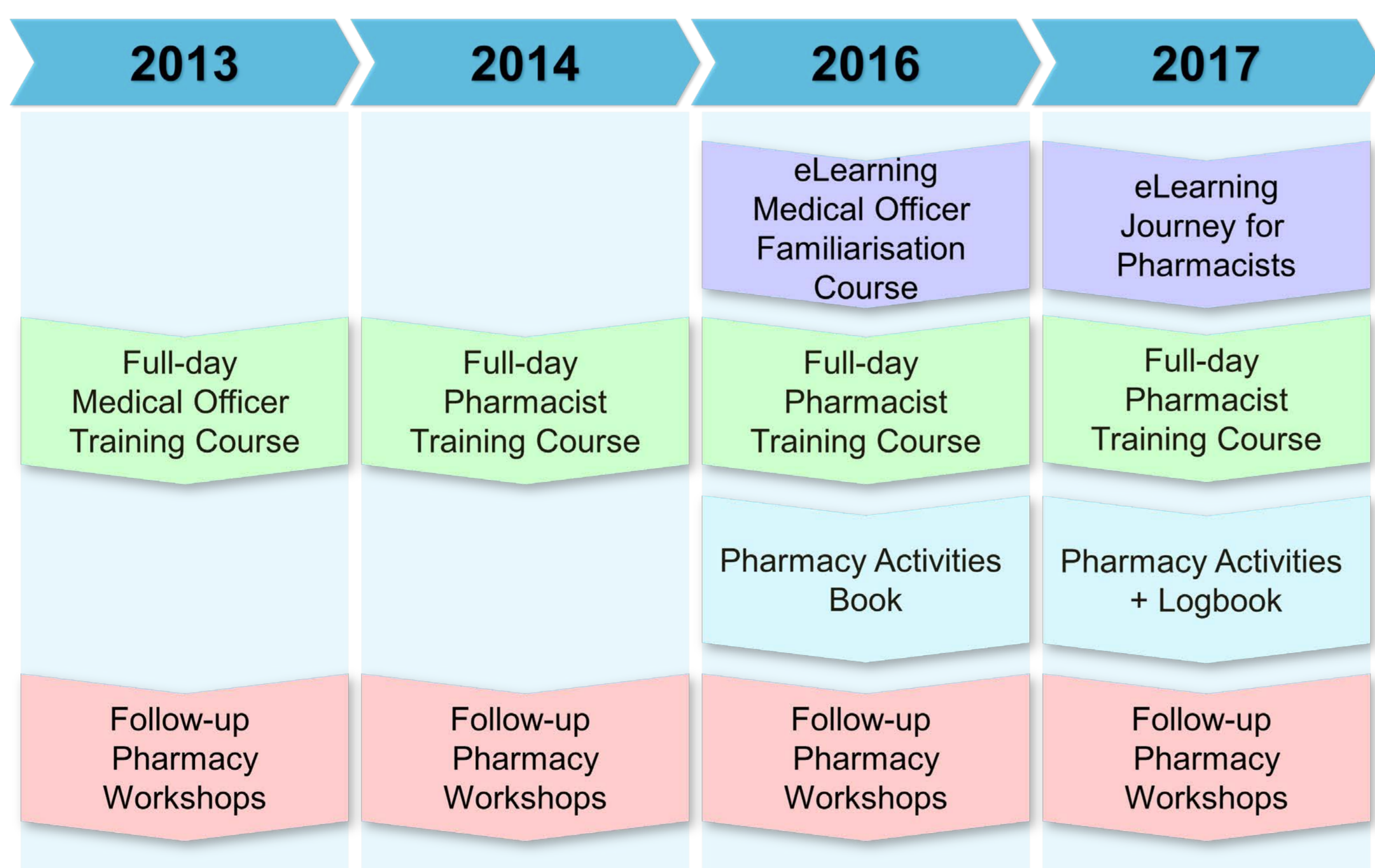


Figure 1. Progression of the pharmacy training program

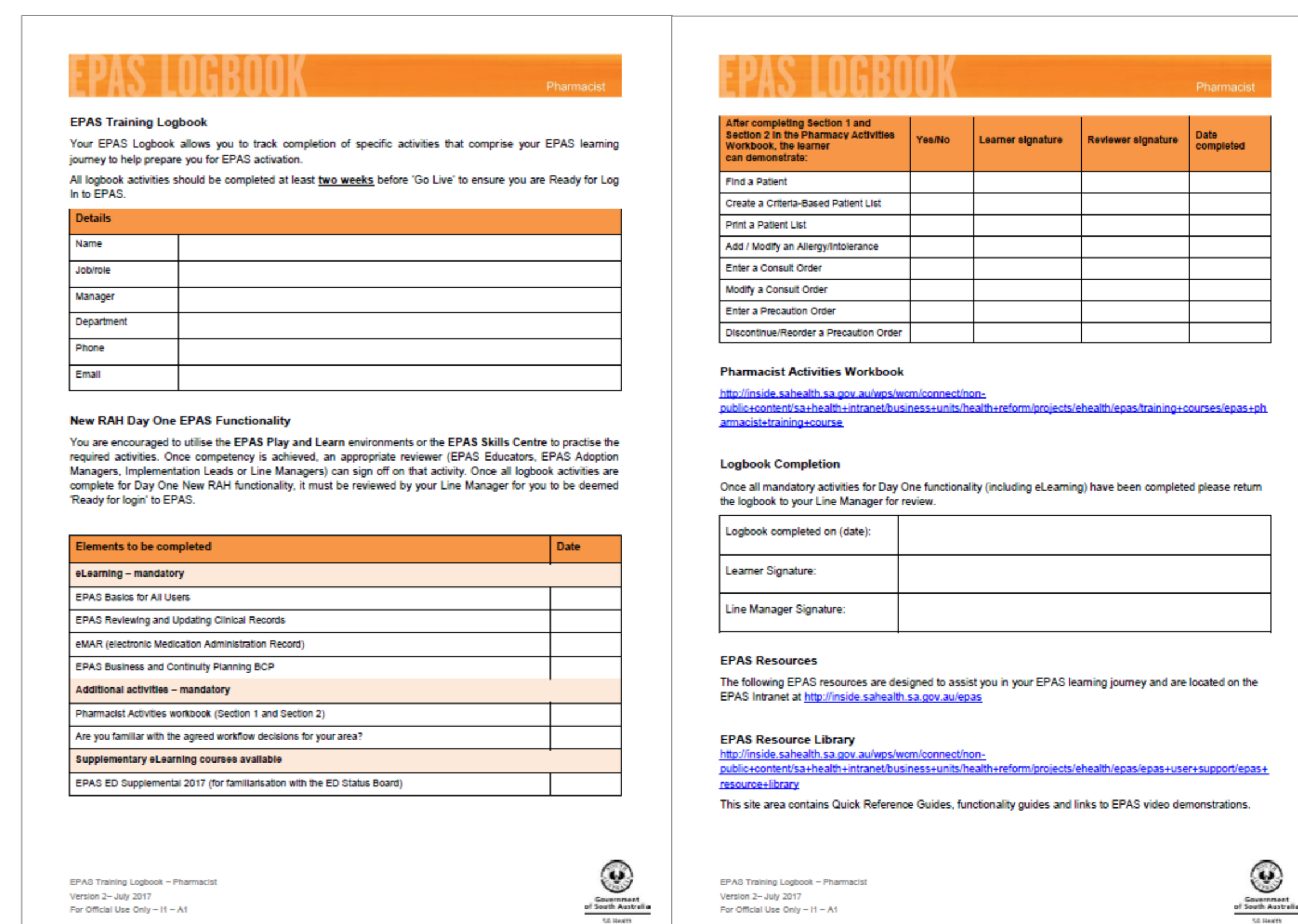


Figure 4. Pharmacy Training Logbook

DISCUSSION & CONCLUSION

- The updated training program has been successful in providing pharmacy-specific content to support pharmacists as they transition from a paper-based record to an eMR
- Availability of eLearning provided key exposure to the system prior to face-to-face training
- Creating a specific pharmacy activity book improved understanding of system functionality and workflows pre- and post-implementation
- Providing the option to pharmacy sites to divide the training course into two parts led to more flexibility with scheduling and catered to different training requirements between pharmacy staff
- The pharmacy logbook provides ongoing learning journey updates for the learners and their managers
- Ongoing review and updating of the training program is required as system functionality is updated