

Customer Case Study

Miramichi Regional Health Authority

"e-Therapeutics+ gives us the ability to instantly put vital drug safety information at the fingertips of our front-line practitioners."

-- Nancy McAllister, Librarian
Miramichi Regional Health Authority

Customer Profile

- Miramichi Regional Health Authority (MRHA)
- Miramichi, New Brunswick, CA
- Regional hospital plus five health clinics and additional community-based programs
- Services a population of approximately 50,000

Why e-Therapeutics+?

- Requirement for up-to-date, electronic resources to augment, and later replace, current print sources
- Desire for reliable tools to support drug and patient safety initiatives
- Need to meet provincial library requirements for drug and therapeutic resources housed within the library and hospital system

Benefits of e-Therapeutics+

- Electronic resources can be slowly transitioned into the workplace and be purchased in conjunction with, and eventually in place of, current print copies
- Easy access to vital drug and therapeutic information for librarians puts essential drug safety tools at the fingertips of front line health care professionals
- Frequently updated resources meet provincial library requirements and do not need to be replaced

Situation

Like most health authorities across Canada, the Miramichi Regional Health Authority (MRHA) is interested in long term planning, part of which includes a transition from print resources to electronic for its health care practitioners. MRHA is committed to ensuring patient safety at its hospitals and clinics; within the library system, budget is allocated annually to upgrade information resources that will support safety directives and meet provincial library requirements. A regional intranet has been created and current, reliable resources are being sought to populate the database. Recommendations for appropriate resources are discussed by provincial and regional health authority librarians, as well as a broader, international group, via meetings and list-serv discussions.

Solution

In January 2007, MRHA began transitioning from print to electronic resources by replacing some print copies of the *Compendium of Pharmaceuticals and Specialties (CPS)* with licences to e-Therapeutics+. Installed on the MRHA library system through the new regional intranet, this electronic resource provides practitioners with vital drug safety information, which supports MRHA's patient safety mandate. Frequent updates to e-Therapeutics+ means that the library has the latest information and meets all provincial resource requirements.

Results

With a nursing background, Nancy McAllister, Librarian with the Miramichi Regional Health Authority, has a cross-the-board perspective on the need for drug information. She has been leading the transition from print to electronic resources, but is cautious about moving too quickly. "I wanted to go there as soon as I could," she says, "but did not want to throw off any of the nursing units by introducing new technology too soon." To avoid confusion, Nancy has continued to supply most areas with print resources, but has been encouraging use of e-Therapeutics+. Following the example of her Library colleagues, Nancy plans to create a bookmark to insert into the *CPS*, suggesting that practitioners log onto the resource to try it out.

Nancy has also been holding training sessions. So far, approximately 100 staff members from all disciplines, including allied health and nursing, outreach staff, managers, coordinators and executives, have attended. Nancy presents a general overview and detailed demonstration of the product. "There's been very positive feedback during the sessions," explains Nancy. "I am planning to get the hospital units up to speed as well, so this is only the first step."

When asked why she chose e-Therapeutics+, Nancy says that she was impressed with the extra features included with the resource. "The Health Canada Advisories are incredibly important for drug safety and it's great to have them alongside any medication where they apply," she says. One feature she was particularly impressed with is the Advanced Search. "It makes it easy to catch and assess any potential risks from the start," says Nancy. "If someone has an allergy to eggs, you can search egg or albumen and it'll come up in whatever aspects of the monograph you specify and show you what medications to avoid." It's also very important for staff members in community programs to have quick access to the provincial formulary and forms. In addition, e-Therapeutics+ has facilitated the work of the librarians. "We now have instant access to the information that our practitioners are seeking on a regular basis," she says. "Features such as the patient information sheets and the drug interaction tool can be placed immediately at the fingertips of our front-line providers."

Nancy has had some very positive feedback from users of the product. "I've heard from people who were happy to be able to print monographs so easily and access information for some provincial work they were doing." And staff members love that e-Therapeutics+ can't "walk away from the department" like print references can. What's more, she hasn't received any complaints. "You always know when people are unhappy with a product," she comments.

Nancy hopes to supplement MRHA's e-Therapeutics+ subscription with additional licences in the near future. "We're moving forward slowly, one step at a time."



Canadian Pharmacists Association

1785 Alta Vista Drive
Ottawa, ON K1G 3Y6
www.pharmacists.ca

