



Design Led Innovation

creating safe environments for electronic sharing of
prescriptions and medication charts in aged care homes

Gerard Stevens AM, Managing Director, Webstercare



What Design Led Innovation means to me

“Every innovation has a meaning starting with the why”



**GOOD
DESIGN**

**PERSONAL MEDICATION
PLANNER (PMP)[™]
MULTI-PURPOSE SYSTEM**



It is the core of what I do



How safe is safe?



Why?

What are we solving?

What is the problem?



Webstercare Pil-Bob®



WHAT ARE WE
SOLVING?



WHAT IS THE
PROBLEM?



Webster-pak® LV (Low Vision)



WHAT ARE WE
SOLVING?



WHAT IS THE
PROBLEM?



**20-30% of all
Australian hospital
admissions over 65
years are due to
medication use ⁽¹⁾**

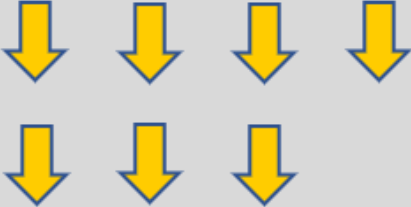
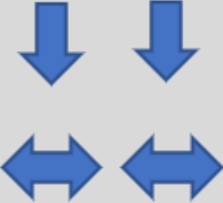
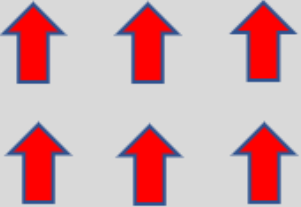


Insights in the safety of electronic MMS in ACHs

insight to the safety elements of electronic
systems and the design-led innovation
approach which offers solutions to the
problems which challenge healthcare
professionals in RACFs

Webstercare and University of Technology Sydney Collaborative Research Team



	What is the impact of electronic medication management systems on medication error in ACHs?		
Ref: Christine Veal BSc hons Masters by research candidate	Perceived impact on errors	Actual impact on errors	New source of errors
Electronic medication management system (e-MMS)			
Systematic Literature Review	7 papers – Users think errors will decrease	2 papers - errors decreased 2 papers - no impact on errors	6 papers - new sources errors emerged



What is the primary motivating force behind the decision?

Australian setting has specific challenges

“There are many prescribing issues that are unique to the Australian Aged Care setting that may not be taken account of in the design of software”

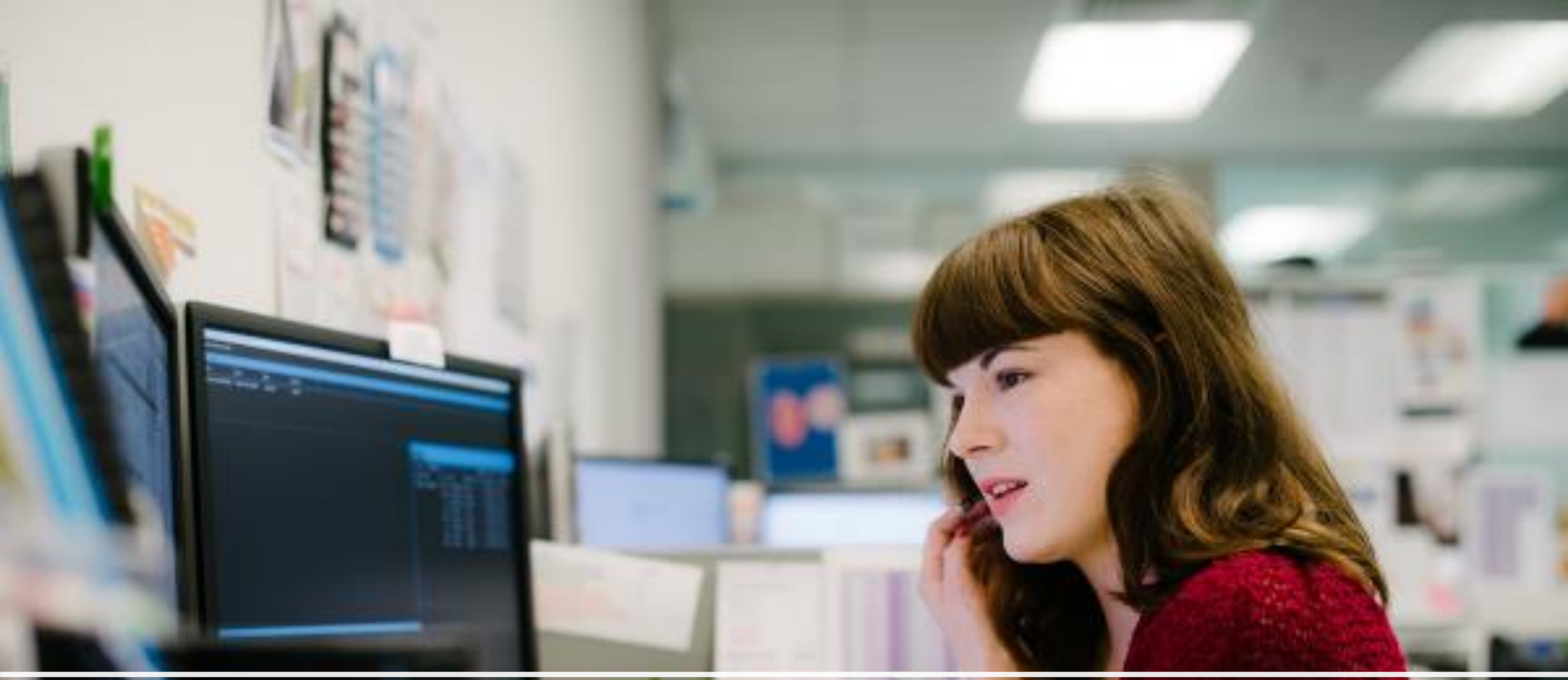
- ✓ Legislation requirements (prescription vs charts)
- ✓ Clinical requirements (clinical decision support)
- ✓ User accessibility and experience
- ✓ Interoperability
- ✓ End to end solution





Balancing the project team

Include the managers, RNs, doctor and pharmacists, in the clinical decisions involved in selecting a medication management model



Continual commitment of the vendor to the product is essential

IT & hardware health-check

Drs may walk away from the system if it is too slow or challenging to access.

Key indicators of success:

- Data response speed
 - an important element of fully electronic systems
- Accessibility, relevance and familiarity



Ongoing improvements and support

The improvement/modification
phase of the project is
continuous and ongoing

To achieve value ask:

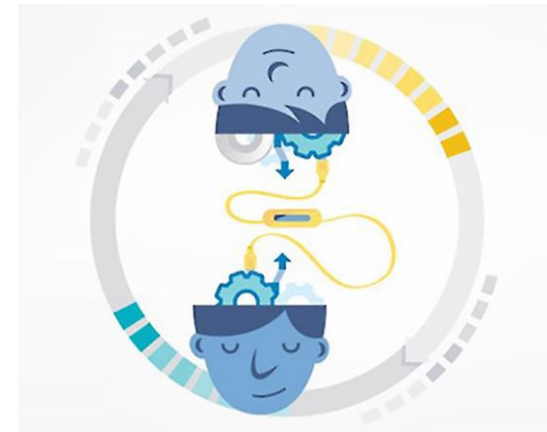
Can the system be customised
and streamlined?



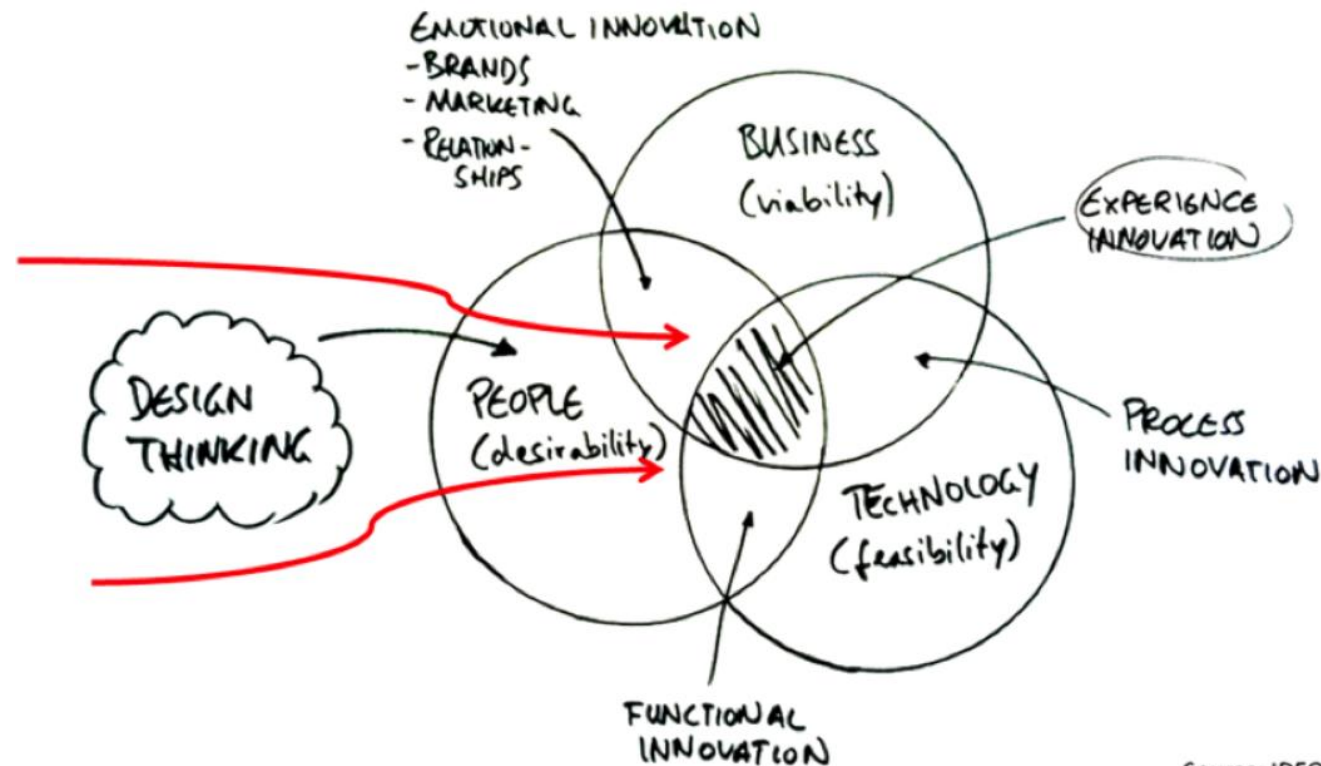
One can plan for implementation but.... what could possibly go wrong?

The actual process may take on a life of its own
that calls for flexibility

- Training
- Onsite and offsite support
- Contingency planning



Design led innovation - planning for the future



Source: IDEO



Innovation in the monitoring of controlled dosage systems

Carers can check adherence remotely using a mobile phone app



eNational Residential Medication Chart

- Dr logs in to create eChart prescription
- Pharmacist dispenses from eChart prescription
- RN or carer reviews eChart, administers and records administration electronically

Predictive Analytics

Examples using Webstercare data:

- **Falls and Confusion:**

Measuring the anticholinergic burden of a resident's medications to predict risk of falls and confusion

- **Psychotropic usage:**

Analysis of psychotropic use supports informed deprescribing

- **Antibiotic for UTS report:**

Analysis of antibiotic use for UTIs supports Antibiotic Stewardship

Reporting designed to improve clinical outcomes



IF YOU ARE NOT EMBARRASSED BY THE FIRST VERSION
OF YOUR PRODUCT, YOU'VE LAUNCHED TOO LATE.

REID HOFFMAN
VENTURE CAPITALIST/CO-FOUNDER LINKEDIN

