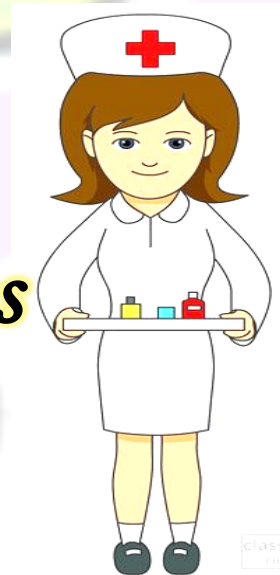# Introduction of Nulife Medication Administration Mobile Application (MAMA)

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What Is The Nulife MAMA App???

- Stands for Medication Application Mobile Application
- Comprehensive Electronic Medication Management Application System
- Downloaded onto Android Tablets
- Virginia Medical Supplies Nulife system provides the Application
- App integrates with the Nulife Portal and pulls the relevant resident information into the application so nurse can do the medication round
- System identifies non delivery of medications or irregular delivery based on the times recorded for each resident.

What is the Nulife MAMA App ctd..

- Residents, Services, Doctors, Pharmacists, Agency staff, Medication and Medication Schedules can be added, edited or deleted

- Kardexes and Service reports can be printed via desktop or PC only

- Administration of Medication is registered and alerts issued reminding the nurse of the upcoming schedule

- System will not progress until the current medication is given thus removing any chance of medication omissions

How Does MAMA Work?

- Log on with username and password

- Internet connection is needed to synchronise any changes in medications, however nurses would still be able to give medications without internet connection.

- Download latest version of residents Medication Kardex

- Select the resident by clicking their name to load the relevant medication profile. You can take resident's photo on the tablet.

- Select the appropriate medication round

- Select the correct medications by cross checking the medication against the tablet profile and take to the resident

- Click the green button for each individual medication

  administered

- Log out

- Return the tablet to its charging point

- For new medications prescribed, you can take a photo of the prescription on the tablet. There is no need to email prescription to the pharmacy. The driver from the Pharmacy will collect the original prescription.

How was the project instigated?

- DON saw the MAMA system advertised at an IADNM Conference
- Nurses had raised at our D&T meeting concerns over the number of drug omissions which was a resident safety and professional practice issue
- Nurses saw the opportunity to standardise and improve patient care by using an electronic system
- Nurses pitched the case to the senior management team and submitted a funding application to the NMPDU
- Local lead RGN in Seanchara nominated by DON (RGN with former experience of using a similar electronic medication management system)
- Local lead and Practice Development Coordinator (PDC) liased with Virginia Medical Supplies and Cara Pharmacy and meeting convened with DON, ADON, PDC and Nursing Staff. Virginia Medical Rep explained the system and Q and A time provided
- Local management, PDC and nurses decided to proceed with the project

How was Project Instigated? Ctd..

- ADON, CNM's organised training (both face to face and virtual) for nurses and medical officer.

- Launch date for the project decided. Virginia Medical staff available to nurses throughout launch day. Individual nurse log in details confirmed and system accessed

- All medication Kardexes photocopied and sent to Cara Pharmacy for uploading to the system

- On launching day, Virginia Medical Rep came to support nurses with any queries

- System successfully installed within 6 weeks of initial meeting.

Why Introduce the MAMA App? Benefits/Rewards

- Medication management requires nurses, GP's & pharmacists to work collaboratively re prescribing, ordering, delivering, storing, administering and monitoring of medication. Multi Systems approach is prone to error due to the chain of events required.

- Remain up to date on Practice Improvements nationally

- Reduce the risk of preventable medication errors especially omissions e.g. MAMA only shows medications due at a set time (zero omissions since the system was introduced)

- Reduce the documentation burden for nurses

- Reduce the administrative time for nurses

- Increase time to care at the bedside

- Streamline work processes, increase efficiency and productivity

- Enhance governance and decision making

Benefits/Rewards

- Decreased transcription errors

- Increased transparency and visibility medication management processes

- Streamline communication between the service and pharmacy and reduced communication errors

Benefits / Rewards ctd..

- Professional requirements met with keeping up to date on evidence based practice

- Streamline and centralise medication management processes

- Increased Resident Safety

- Improved Quality of Life for Residents with more time released to care.

Challenges

- Some nurses were petrified in using the technology and the new medication system
- Poor internet coverage in parts of the building on launch date
- System maintenance can only be carried out by pharmacy or Virginia Medical
- Method of recording irregular timed medications needed clarification e.g. Sinemet
- Securing funding of project required some negotiation
- Some changes in medications were not properly transcribed to the tablet by the prescriber during initial phase
- Nurses had to check the old kardex (paper) with the new system for few days after launching.
- Due to covid19 and when unit had suspected cases, face to face training was rescheduled causing some delay in launching