

# Improving Opioid E-Prescriptions in the Emergency Department

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## Purpose

This performance improvement project centered on improving the percentage of electronically prescribed (Escribe) opioid prescriptions from the Emergency Department at UMCNO. The Analgesic Management and Stewardship Committee at UMCNO has a goal of 90% Escribe opioid prescriptions by the end of 2023. At the end of 2022, the ED at UMCNO had an 11.4% Escribe opioid rate.

## Significance

At UMC and most hospitals across the country, large insurance entities will only reimburse fully for Escribed medications. Because of the financial benefit, the hospital administration team has been emphasizing the importance of Escribing. The incentive for increased patient and provider satisfaction has also played a large role in their insistence on moving away from written paper prescriptions.

## Approach

We set out to improve the percentage of Escribed opioid medications in the ED provided to discharged patients. To make this change, we presented a brief 10-minute lecture during LSU-NO Emergency Medicine Residency (11/2/2023) conference to inform our colleagues of the benefits to e-prescribing opioid medications and to discuss potential barriers to Escribing. Following our presentation, we tracked the percent of opioid prescriptions sent electronically to pharmacies from the ED by month after our brief presentation. Dr. Helen Calmes, PharmD has collected data for UMC for the Analgesia Management Stewardship using LCMC Clarity PROD SQL Server Reporting Services which is an LCMC EPIC Team designed SQL, a standard language for storing, manipulating, and retrieving data in a database to analyze the data.

## Results

Figure 1 shows the initial Escribe rate of opioids from the ED as compared to the opioid Escribe rates of the hospital's clinics and inpatient services. Following our presentation, we improved the opioid Escribe rate by over 30%, seen in Figure 2, through the month of February.

## Conclusion

In conclusion, our brief presentation on the benefits of Escribing and discussion of the barriers to it, helped increase the ED's rate of opioid Escribing from 11.4% to 45.7%. Education and discussion from peers has helped effect this change. Barriers still exist, however, such as no preferred or updated pharmacy listed for the patient, a limited number of 24-hour pharmacies, out of state patients without preferred pharmacies in the area, language barriers between patients and providers with language line interpreters not knowing street names for pharmacies in the area, and lack of 24-hour outpatient services at UMC. We plan to work through these barriers and plan to continue to track the Escribe rate, distribute a new survey to detect additional barriers to change, provide reminders and re-education announcements in EM conference, post fliers in the ED to remind providers to e-prescribe, and provide handouts for new prescribers.

## Background

There are many benefits of Escribing opioids including improving Medicaid/Medicare reimbursement for the hospital, increasing safety by limiting medication errors both by prescribing doctors and by dispensing pharmacists, increasing patient satisfaction at pharmacy by decreasing wait time for medication dispensing, increasing physician satisfaction by making it easier and faster to prescribe, improving patient confidentiality, and improving compliance with hospital policy on Escribing.<sup>1,2,3,4</sup>

Figure 1

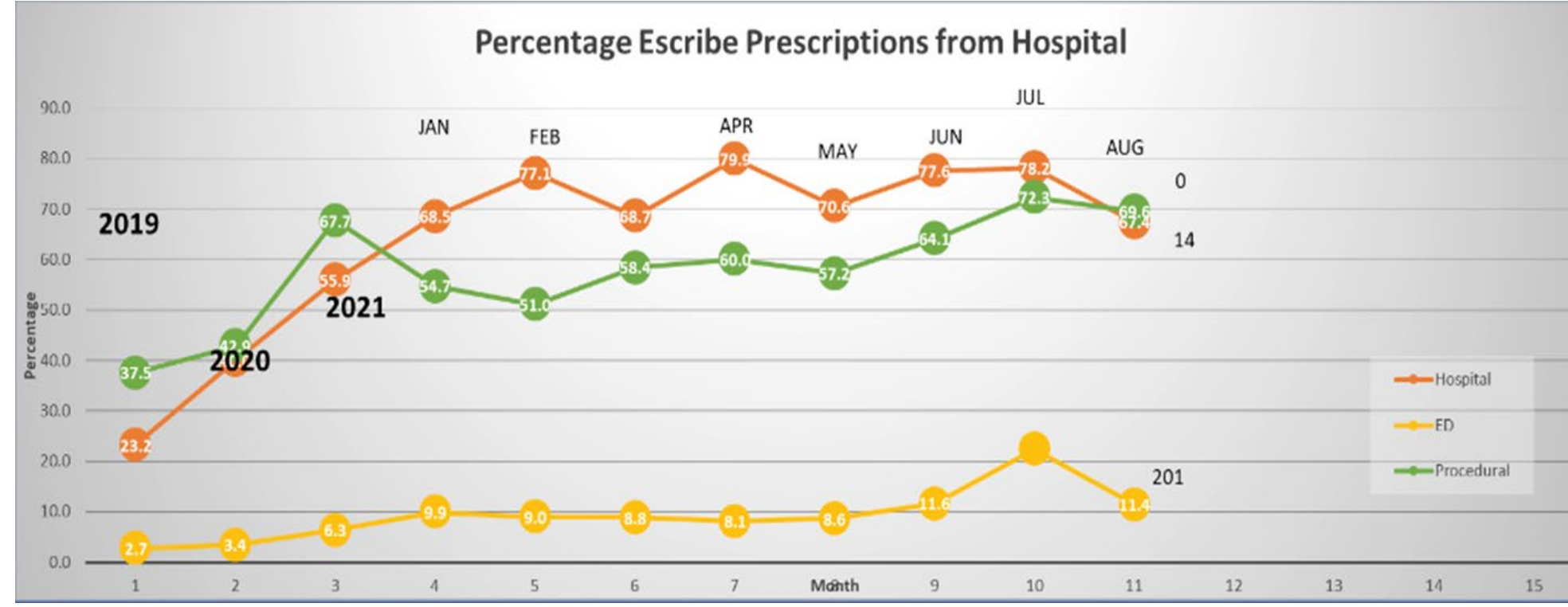
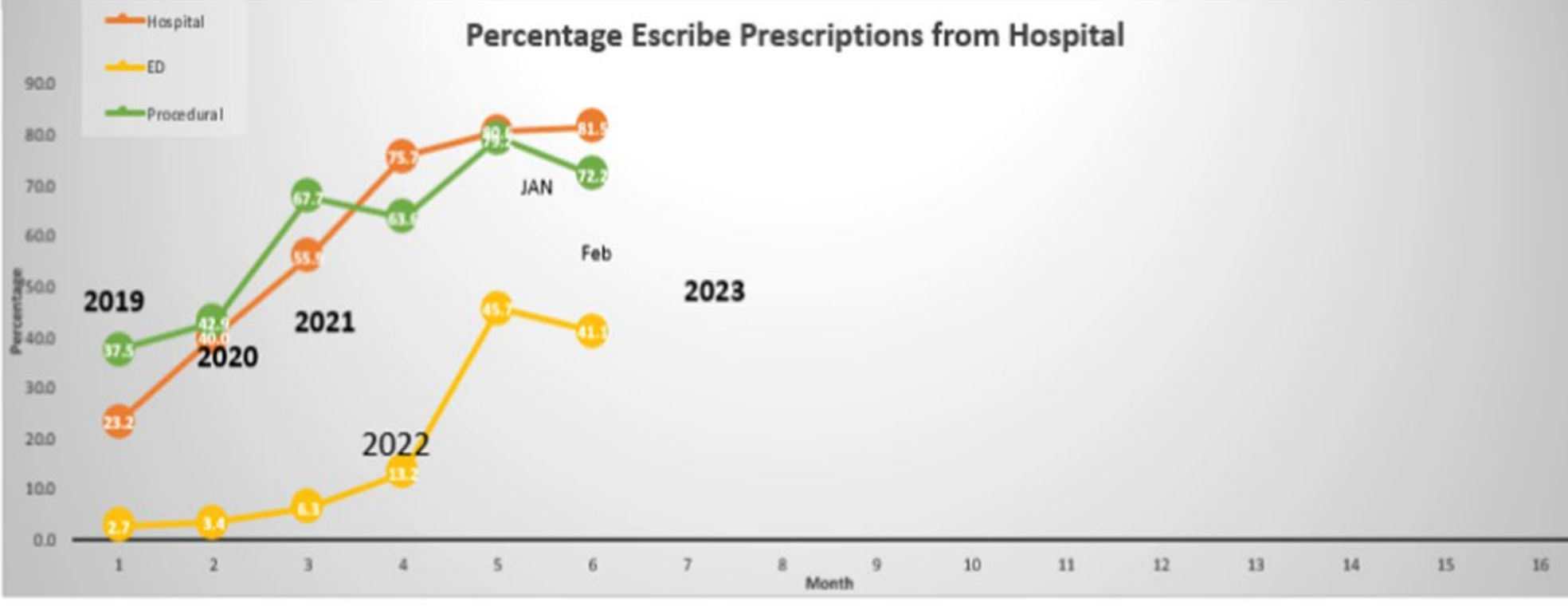


Figure 2



## References

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