

Safe and Reliable Medication Delivery Using Technology From Procurement to Patient Mount Auburn Hospital

Procurement and Stocking



CPOE with clinical decision support



Dispensing



Transcribing



Administration



Lessons Learned

Patient's perspective and the clinical workflow must be understood *before* technology is implemented

Design the system to match abilities

Fit the tools and environment to the person; not the person to the tools and environment

Seek to understand the 'failure modes' and unintended consequences during the design phase



Develop Partnerships with Patients to seek input and collaboration during development

