



Australian
Commission on
Safety and Quality
in Health Care

User Guide

Electronic Medication Management
Self-Assessment Tool

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Background

About the Commission

The Australian Commission on Safety and Quality in Health Care (the Commission) leads and coordinates national improvements in the safety and quality of health care. The Commission works in partnership with the Australian Government, state and territory governments and the private sector to achieve a safe, high-quality and sustainable health system. In doing so, the Commission also works closely with patients, carers, clinicians, managers, policymakers and healthcare organisations.

Key functions of the Commission include developing the National Safety and Quality Health Service (NSQHS) Standards, developing Clinical Care Standards to improve the implementation of evidence-based healthcare, coordinating work in specific areas to improve outcomes for patients, and providing information, publications and resources to support safety and quality.

Improving medication management is a key component of the NSQHS Standards.

Electronic medication management systems

Electronic medication management (EMM) refers to the use of electronic systems to facilitate and enhance the communication of a prescription or medicine order, aiding the choice, supply and administration of a medicine through knowledge and decision support, and providing a robust audit trail for the entire medicines use process¹.

As outlined in the publication [Electronic Medication Management: A Guide for Safe Implementation](#), EMM systems improve medication safety and quality use of medicines in hospitals. However, they also have the potential to introduce new risks to the safe use of medicines. The benefits of EMM can only be fully realised through continuous cycles of monitoring and improvement. As EMM systems are implemented into Australian health service organisations (HSOs), there is a need to systematically monitor and measure system performance and impact on medication management processes and outcomes.

The purpose of this guide

The purpose of the Electronic Medication Management Self-Assessment Tool User Guide (the Guide) is to support users of the Commission's Electronic Medication Management Self-Assessment Tool (EMMSAT).

¹ Williams J, Bates DW, Sheikh A. Optimising electronic prescribing in hospitals: a scoping review protocol. *BMJ Health Care Inform.* 2020 Jan;27(1).

What is the Electronic Medication Management Self-Assessment Tool?

The Commission has developed the EMMSAT to assist HSOs assess and optimise their EMM systems. It is designed as a practical, online tool to help identify opportunities for optimising EMM system implementations as part of local quality improvement initiatives.

The tool is intended for general EMM systems implemented within the acute hospital setting. It does not comprehensively assess specialist systems such as those used for chemotherapy or critical care. It is not intended for residential aged care facilities or general practitioner (GP) prescribing systems or other systems used in primary care.

The EMMSAT is made up of 13 domains that explore quality indicators related to contemporary EMM system implementation. A full description of the domains and indicators is provided in the [Domains and Indicators Summary](#).

Assessment Domains

- Domain 1 – System Governance
- Domain 2 – Infrastructure
- Domain 3 – Security of Access
- Domain 4 – Integration of Core Systems
- Domain 5 – Medication Management
- Domain 6 – Medication Reconciliation
- Domain 7 – Prescribing
- Domain 8 – Medication Administration
- Domain 9 – Dispensing
- Domain 10 – Clinical Decision Support
- Domain 11 – Quality Improvement
- Domain 12 – Business Continuity
- Domain 13 – Paediatrics

The EMMSAT is designed to be used by HSOs of variable sizes and structures. Use of the EMMSAT supports several actions from the NSQHS Standards (Table 1).

Table 1 Actions from the NSQHS Standards (second edition) that are supported through use of the EMMSAT

Standard	Action(s)
Standard 1 - Clinical governance	1.27, 1.28, 1.29
Standard 4 - Medication safety	All actions
Standard 6 - Communicating for safety	6.4, 6.5, 6.6

Access to the EMMSAT

There are two levels of access permitted in the EMMSAT: site administrator or contributor.

Site administrators should have a working knowledge of the EMM system and be able to lead and coordinate a multidisciplinary team to gather insights for quality improvement and EMM system optimisation. This involves managing a project team, granting access to contributors, assigning tasks and delegating actions to meet specified objectives. The site administrator will be responsible for tasks that include (but are not limited to):

- Inviting individuals to register as contributors to the EMMSAT
- Facilitating assessment meetings and discussions to reach consensus/decisions
- Finalising assessment ratings and feedback
- Communicating assessment findings to governance committees
- Leading the development of an action plan, with the support of the organisation's governance committees and quality improvement teams.

Site administrators can view indicator assessments from all contributors and consolidate a group response to generate reports and develop plans for action. There can only be one site administrator for each assessment. However, the site administrator can transfer their assigned permissions temporarily to someone else within the assessment team if they are going to be absent from the workplace or will not be participating/coordinating related activities for a period of time.

Contributors are any individuals, other than the site administrator, who contribute to the assessment process in the EMMSAT as part of the assessment team. Contributors are provided a level of access to enable completion of an indicator assessment during the 'contributor assessment' stage or development of an Action Plan. There is no limit to the number of contributors in an assessment team.

How to use the EMMSAT

1. Baseline assessment

The EMMSAT should be used as part of a structured quality improvement framework such as the [Model for Improvement](#). To provide a comprehensive baseline of the HSO's EMM implementation and enable comparison against future assessments, it is highly recommended that all domains are selected for the initial assessment. Comprehensive assessment should then be conducted periodically.

2. Iterative assessment

HSOs should also conduct smaller assessments at shorter intervals to address gaps and identify opportunities for improvement through iterative implementation cycles. The EMMSAT uses Plan-Do-Study-Act (PDSA) cycles, agreed between the HSO's assessment team and documented in the Action Plan to implement targeted system improvements.

EMMSAT governance and considerations for the assessment team

To start the process for implementation, a governance or oversight committee, such as a medication safety committee, should be engaged to oversee the assessment and follow-up actions. The governance committee should have visibility of the proposed site administrator, assessment team (before an approach is made to these individuals) and agree on its membership, as well as the domains and indicators selected for assessment. The governance committee may base these decisions on critical incidents, feedback from the clinical workforce or organisational priorities for implementation. The goal should be to allow the HSO to accurately measure the performance of the EMM system and focus on meaningful improvements. There should be communication between the governance committee and relevant parts of the HSO, such as the safety and quality unit, to ensure there is communication across the organisation about planned assessments and activities for improvement.

Before using the EMMSAT, HSOs and their governance committees will need to:

- Nominate a site administrator to coordinate the assessment process and manage the assessment team
- Identify appropriate individuals to participate as contributors in the assessment process
- Define objectives of the assessment in line with organisational needs and priorities
- Establish a project plan with timelines, deliverables and reporting requirements.

It is suggested site administrators take a formal (written) approach to recruit contributors to the assessment team, highlighting the purpose of the review and ensuring accountability. Effective planning will ensure that recommended actions arising from the EMMSAT will be prioritised and resourced appropriately.

The assessment team is accountable for completion of an assessment, and, at a minimum, comprises a site administrator. Depending on the size of the assessment, governance committees may also choose to include additional contributors.

Contributors should be selected based on their role and specialist knowledge of the selected domains for assessment. The assessment team should be multidisciplinary and include all users of the EMM system, for example:

- Senior pharmacist
- Nurse Unit Manager
- Medical Officer/Prescriber
- Chief Medical/Nursing/Pharmacy Information Officer, or equivalent
- EMM Business Analyst
- Patient Safety Officer
- Medication Safety Lead
- Executive Sponsor

People from outside the HSO with oversight of the EMM system design and configuration may also be invited, for example, state, territory or enterprise EMM technical leads.

Reports generated from the EMMSAT

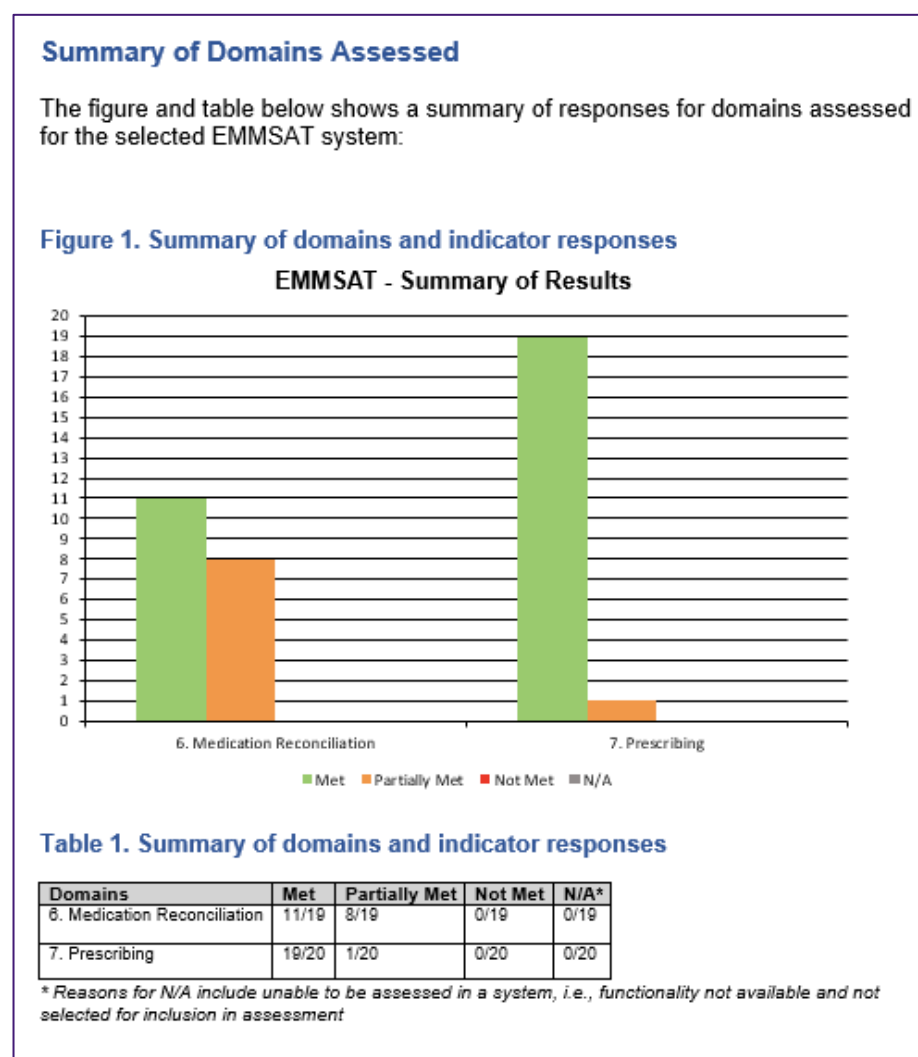
Depending on the stage of the quality improvement cycle that the assessment is in, reports may be generated from the system. There are up to three reports that can be generated for any one assessment. Only the site administrator can close off actions within the EMMSAT to enable generation of these reports. All contributors have visibility of these reports within the EMMSAT.

Report of Assessment

The Report of Assessment includes:

- A visual summary of the outcomes for the domains that were assessed during the reporting period. This includes the total number of indicator responses (ratings) marked as 'Met', 'Not met', 'Partially met' and 'Not Applicable (N/A)'.
- Comments made by contributors are captured for each indicator. These should provide a rationale for the rating.
- A list of references cited by contributors is included to support an evidence-based approach to the rating applied.

Figure 1 Extract from a sample Report of Assessment



Action Plan

The Action Plan:

- Documents identified gaps or risks within the system
- Provides HSOs with support to outline a plan to address these risks
- Supports prioritisation of planned actions and the risks identified to determine a mitigation approach, and
- Assigns responsibility for actions to contributors.

The Action Plan only includes indicators that were rated 'Partially met', 'Not met' or 'Not Applicable (N/A)' by the assessment team.

Figure 2 Extract from a sample Action Plan

1. System Governance

Indicator Number	Indicator	Response	Comments
1.7	Unavailability / down-time risk is regularly assessed and managed through EMM system governance	Partially Met	TEST
1.9	The use of the EMM system to support key tasks of the National Safety and Quality Healthcare Standards (NSQHS) is continually monitored and evaluated	Partially Met	-
1.12	EMM governance ensures that the EMM system supports and utilises SNOMED-CT-AU for access and use of the Australian Medicines terminology (AMT)	Not Met	-

Action Plan for indicator 1.7

Plan	Risks & Barriers	Due	Influence	Responsibility	Status
TEST	TEST	12/11/2025	Low	-	Not Reviewed

Action Plan for indicator 1.9

Plan	Risks & Barriers	Due	Influence	Responsibility	Status
TEST	TEST	12/11/2025	Low	-	In Progress

Action Plan for indicator 1.12

Plan	Risks & Barriers	Due	Influence	Responsibility	Status
TEST	TEST	12/11/2025	Low	-	In Progress
TEST					
TEST					

Indicator Comparison

This report provides a comparison of indicator ratings across two or more assessments. The purpose of this report is to support HSOs and governance committees to monitor and track progress in quality improvement over time.

Figure 3 Extract from a sample Indicator Comparison report

	7.1	7.2	7.3	7.4	7.5	7.6	7.7	7.8	7.9	7.10	7.11	7.12	7.13	7.14	7.15	7.16	7.17	7.18	7.19	7.20
16/05/2025	Met	Met	Met	Met	Partially Met	Partially Met	Partially Met	Met	Not Met	Not Met	Met	Met	Met	Not Met	Met	Met	Met	Met	Met	Met
24/02/2025	Partially Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
15/04/2025	Met	Met	Met	Met	Not Met	Met	Met	Met	Met	Met	Met	Partially Met	Met	Met	Partially Met	Met	Met	Met	Met	Met

Mapping

Met	Partially Met	Not Met	N/A	Unanswered
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Getting started

First steps

- The EMMSAT operates best using a Google Chrome browser
- Responses are automatically saved unless prompted to save manually
- To obtain access to EMMSAT you must submit a [Nomination Form for a Site Administrator](#) signed by your organisation's Chief Executive Officer or delegate.
- Read this user guide before attempting an assessment

How to 'rate' an indicator

Through the assessment process, the site administrator and assessment team members will be required to 'rate' indicators within an assessment. The rating should be determined by and supported through the gathering of evidence that should be included within the EMMSAT. There are four types of ratings that can be applied to each indicator.

Table 2 Description of indicator ratings

Rating	Meaning
Met	There is evidence to substantiate that an indicator has been met.
Partially Met	There is evidence to suggest that the organisation partially meets the indicator
Not Met	There is no evidence to substantiate that an indicator has been met or partially met.
Not applicable (N/A)	May be selected if the indicator is not selected to be included in the assessment or if the functionality is not available within the EMM system.

If you are unable to rate an indicator because you do not have access to the necessary information or evidence, document this in the comments section. This will help provide more context and prompt further investigation when consolidating the group response.

EMMSAT Overview

Table 3 Overview of key steps and activities involved in an EMMSAT assessment

Key steps	Summary of activities
1. Registration and setup	• HSO to submit a Nomination Form for a Site Administrator. • Site administrator to set up the assessment in the EMMSAT by selecting the domains for assessment and adding contributors.
2. Contributor assessment	• Contributors log into the EMMSAT and navigate to the indicator assessment(s) they have been assigned. • All contributors will complete their assessment individually by rating each indicator as either 'Met', 'Partially Met', 'Not Met' or 'N/A (not applicable)'. • Contributors should include comments and links to supporting evidence where possible.
3. Consolidate the group response	• Site administrator to coordinate finalisation of assessments from all contributors. Consensus agreement on the rating applied will need to be reached amongst the assessment team. • The assessment is consolidated and finalised into a group response by the site administrator. • Once the group response has been consolidated, the site administrator can generate a Report of Assessment.
4. Create an Action Plan	• The site administrator creates an Action Plan and works with the assessment team to document gaps, risks and barriers related to any indicators not rated as 'Met' in the consolidated group response. • Actions are then assigned to individuals with responsibilities in relevant areas and given a projected completion date.
5. Monitor and review	• Site administrator to follow up on progress of actions and establish a review plan which includes regular re-assessment using the EMMSAT. • When two or more consolidated responses have been finalised, the site administrator can generate an Indicator Comparison report. This allows outcomes of self-assessment to be tracked over time to monitor improvements.
6. Provide feedback on EMMSAT (optional)	• The Commission reviews the EMMSAT as part of a regular cycle of continuous quality improvement. • Site administrators and contributors are encouraged to provide feedback on the EMMSAT via this link to help improve the tool.

1. Registration and set up

The first step to undertaking an improvement cycle using the EMMSAT is to register a site administrator who can act as the project coordinator across the HSO.

To gain access to the EMMSAT, an executive sponsor must nominate a site administrator by completing the [Nomination Form for a Site Administrator](#), (sample provided in Appendix A). Once complete, this form should be emailed to emmsat@safetyandquality.gov.au. Following receipt of the form, access will be provided to the site administrator (within a timeframe of two weeks). The site administrator will then need to sign in to the [EMMSAT](#) and select the options to set up a new assessment.

IMPORTANT: Site administrators will be able to invite individuals (including those outside the HSO) to participate as contributors and view all responses to an assessment. Only the site administrator has the authority to set up and coordinate an assessment using the EMMSAT.

The site administrator will be directed to select the domains that will be assessed. It is recommended to include as many relevant domains as possible for the first assessment to record a baseline for comparison against future assessments. Consider assessing System Governance (Domain 1) in all assessments as this represents an important overarching quality domain.

The site administrator will then be asked to add the email addresses of contributors in the assessment team. The site administrator is automatically included and does not need to be added separately to the list of contributors.

Once the assessment has been verified and saved, invitations to register for the EMMSAT will be sent automatically to the contributors via email. The link contained in the automatic email is only active for a period of 48 hours. After this time, the site administrator will need to re-issue a new link.

It is good practice to ensure that all contributors expect an email to come through from the EMMSAT. The online EMMSAT does not currently allow specific domains to be assigned to different contributors based on their role or expertise. An email template (Appendix C) has been developed for use by site administrators to support the coordination of an EMMSAT assessment. The purpose of an introductory email is to support the following tasks:

- Initiating an EMMSAT assessment with an assessment team
- Providing context and links to information
- Directing contributors to complete specific domains based on their role
- Defining expectations, actions and project timeline

2. Contributor assessment

Contributors should be provided with a description of each indicator allocated to them by their site administrator. Within this description, additional information and suggested examples of evidence that may be used to support an assessment are provided. See [Summary of Domains and Indicators](#).

Contributors should work through each indicator allocated to them according to the schedule supplied by the site administrator.

As part of this work, evidence should be gathered and referenced within the EMMSAT.

Upon completion of the assessment, the contributor will need to select a rating that best describes the current state of the EMM implementation, which correlates (as far as possible) with the evidence that has been gathered.

Figure 3 Assessment status section at the top of the assessment dashboard

Change the status of this assessment		
Awaiting Your Response Wait for contributors to respond. They are free to respond to as many questions as they can.	Consolidated Group Response Consolidate responses from the team. Assessment will be locked for contributors.	Finalised Assessment will be sealed. No further changes possible. You can now generate reports & action plan.

All information documented within the EMMSAT during the assessment will be visible to all contributors once responses have been consolidated into a group response by the site administrator.

Commence assessment against indicators in all of the assigned domains. Ratings and comments will be saved automatically every 30 seconds.

Contributors may sign out and return to complete the assessment at any time.

3. Consolidate the group response

Once all contributors have completed their individual assessment(s), the site administrator will need to consolidate all responses into a group response. The site administrator will begin the consolidation process by changing the status of the assessment to **[Consolidated Group Response]** on the assessment dashboard.

Figure 4 The assessment status set to 'Consolidated Group Response' at the top of the assessment dashboard.

Change the status of this assessment		
Awaiting Your Response Wait for contributors to respond. They are free to respond to as many questions as they can.	Consolidated Group Response Consolidate responses from the team. Assessment will be locked for contributors.	Finalised Assessment will be sealed. No further changes possible. You can now generate reports & action plan.

The consolidation process can only be initiated and completed by a site administrator but should be performed in collaboration with the entire assessment team. This may be done, for example, by setting up a face-to-face or virtual workshop and sharing the screen for the assessment team to view collectively. This is designed to be a collaborative and interdisciplinary process, providing an opportunity for discussion about the ratings assigned for each indicator.

Assessment teams should collectively review each of the indicators included in the assessment and reach a consensus decision on each rating assigned. If the group rating is different from that assigned by a contributor, the site administrator should re-assign the rating to reflect the assessment team's consensus decision. Site administrators may add new comments or 'copy and paste' relevant comments from individual assessments into the group response as required.

Note: All contributors will have 'read only' access to the consolidated group response by clicking on the **[Visualise Responses]** tab.

Once the consolidated group response has been completed, the site administrator should change the assessment status on the dashboard to **[Finalised]**.

Figure 5 The assessment status set to 'Finalised' at the top of the assessment dashboard

Change the status of this assessment		
Awaiting Your Response Wait for contributors to respond. They are free to respond to as many questions as they can.	Consolidated Group Response Consolidate responses from the team. Assessment will be locked for contributors.	Finalised Assessment will be sealed. No further changes possible. You can now generate reports & action plan.

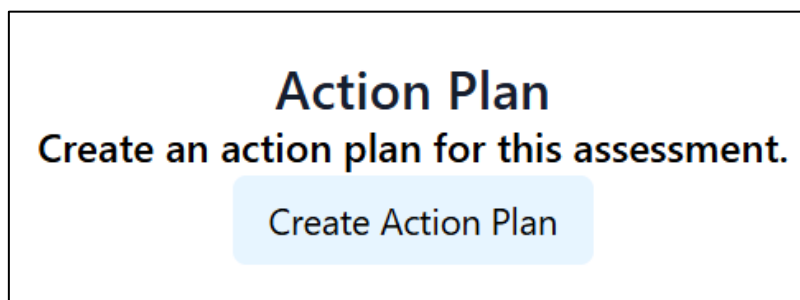
This will initiate the finalisation process and provide assessment teams with an opportunity to review responses as a whole. A summary of the consolidated group responses for all domains selected for assessment will be displayed. After reviewing the consolidated responses, the site administrator may select **[Cancel]** to make further changes or select **[Finalise]** to confirm and finalise the assessment. After finalising the consolidated group response, the site administrator can select **[Generate a Report of Assessment]** and download in either Word or PDF format.

Note: Finalising the assessment will lock all responses, and no further changes can be made.

4. Create an Action Plan

One of the features of the EMMSAT is the functionality of presenting all indicators that have not been 'met', compiled into an Action Plan. This highlights to HSOs areas for improvement and focus on the EMM implementation and to work collaboratively across the organisation to systematically address these. A site administrator will create an Action Plan after an assessment has been finalised by selecting **[Create Action Plan]**.

Figure 6 Creating an action plan



The site administrator will be prompted to enter email addresses of contributors who will work to progress items in the Action Plan. These contributors may be the same team who completed the assessment or a new team. The purpose of providing this option is to allow flexibility in how the EMMSAT is used, based on the size and organisational structure of each health service. It also recognises that in some circumstances the individuals contributing to an assessment are not the appropriate staff to be held responsible or accountable for required actions. Only contributors listed here can be assigned a specific action. More contributors can be added to the team any time before the Action Plan is finalised.

When all contributors have been added to the Action Plan, select **[Save]**. Then select **[View Action Plan]** to start working through each of the indicators that may require action. The Action Plan will include all indicators that were rated 'Partially met', 'Not met' or 'Not Applicable (N/A)'.

While in the Action Plan viewing screen, the site administrator can create and assign actions by selecting **[Add New Action]**. A new window will open for documentation of a planned action and risks or barriers to successfully achieving the action. The action can then be assigned to an individual from the list of contributors. Multiple actions can be included for each indicator where team effort is required to achieve the overall 'Met' rating for that indicator.

When each of the selected indicators has an assigned plan for action, select **[Generate Action Plan Report]** then download in either Word or PDF format. This Action Plan should be saved outside of the EMMSAT to document updates and track activities.

5. Monitoring and ongoing review

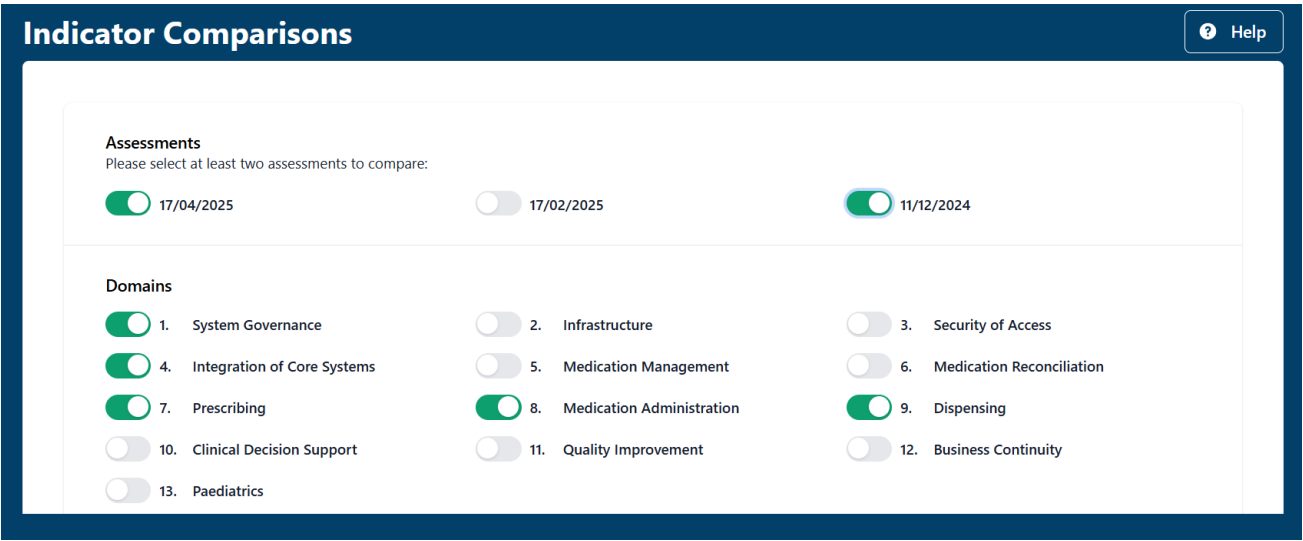
The final step to using the EMMSAT involves closing the loop on the improvement cycle through review and monitoring of outcomes. Site administrators should follow a review plan established by the governance committee. This should describe how progress on the Action Plan is monitored and reported. After an HSO has finalised two or more consolidated group responses, the site administrator can generate an Indicator Comparison report by selecting **[Indicator Comparison]** on the EMMSAT navigation panel.

Figure 7 The Indicator Comparison is accessed from the navigation panel at the top of the EMMSAT screen



The Indicator Comparison report supports HSOs to view and compare outcomes from two or more assessments. This allows HSOs and governance committees to monitor and track progress in quality improvement over time.

Figure 8 How to generate an Indicator Comparison report

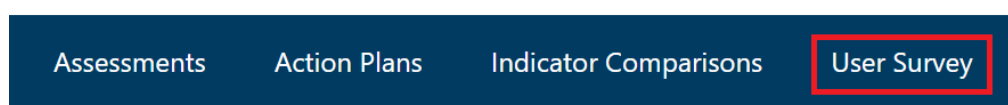


6. Provide feedback on the EMMSAT

The Commission reviews the EMMSAT as part of a regular cycle of continuous quality improvement.

Contributors and site administrators are encouraged to complete a short, anonymous survey after use of the EMMSAT. The survey is the best mechanism for feedback related to user experience, usability and the current EMMSAT domains and indicators. The Commission welcomes all feedback and suggestions that could be considered for future versions of the EMMSAT. The survey can be accessed through the **[User Survey]** tab on the EMMSAT navigation panel or [via this link](#).

Figure 9 The User Survey can be accessed from the navigation panel at the top of the EMMSAT screen



For any other questions or technical support, please email emmsat@safetyandquality.gov.au

Appendix A. Nomination Form for a Site Administrator

The nomination form as is available as an editable PDF via the [online EMMSAT](#) (sample shown below).



Australian
Commission on
Safety and Quality
in Health Care

D25-37853

EMMSAT Site Administrator

Nomination Form

Health Service Organisation (HSO) details

Organisation name

Street address

Suburb State

Site administrator details

Name

Email

Phone This nomination form is for a:

Declaration by CEO/delegate

CEO/delegate name

CEO/delegate email

If your HSO has multiple sites, name all facilities included within the scope of this permission:

☐ I support the nominated EMMSAT Site Administrator, as detailed above.

☐ I permit the Australian Commission on Safety and Quality in Health Care (the Commission) to manage the information provided within the EMMSAT as detailed within their Data Governance Plan. I note that the Commission takes no responsibility for documented information that may contain business sensitive or patient sensitive information.

CEO/delegate signature

Date

Next steps
Once completed, the scanned PDF form should be emailed to: EMMSAT@safetyandquality.gov.au.
This email can also be used to support further questions you may have about nomination of the EMMSAT Site Administrator.

Appendix B. Frequently Asked Questions

How much does it cost to use the EMMSAT?

There is no cost for health service organisations who would like access to the EMMSAT.

What types of organisations can use the EMMSAT?

The tool can be used by all Australian private and public hospitals that have implemented an electronic medication management system in the acute setting. The tool does not comprehensively assess specialist systems such as those used for chemotherapy or critical care. It is not intended for residential aged care facilities or general practitioner (GP) prescribing systems or other systems used in primary care.

Why do I need to register to use the EMMSAT?

All users must first register and agree to the EMMSAT Terms and Conditions of Use Agreement before being able to access the online EMMSAT. This supports the operations of the EMMSAT and facilitates notification of operational changes and protection of information.

Is the EMMSAT a replacement for the National Standard Medication Chart (NSMC) Audit Tool for sites with electronic medication management (EMM) systems?

No, the EMMSAT is a tool that supports health service organisations who have already implemented an EMM system and are looking to optimise it, as part of a continuous quality improvement cycle. The NSMC Audit will continue to be made available to support assessment of paper-based medication charts where these are used.

How much time does it take to complete an assessment?

It will take approximately 30 minutes for each domain selected. Some domains contain more indicators than others, which means the time to complete assessment of each domain may vary. The total time required will also be determined by the number of domains selected for assessment and the number of contributors within the assessment team.

How can I find more information about the EMMSAT domains and indicators?

A description of all the domains and indicators within the EMMSAT is available in the [Summary of Domains and Indicators](#). This summary also provides additional information and examples of evidence that may be used to support assessment of each indicator.

Does every domain need to be assessed?

No, the EMMSAT is intended to be flexible, and domains are self-selected by the governing committee. Each of the 13 domains can be completed as a stand-alone assessment or combined into a larger assessment based on your organisation's priorities and capacity to undertake a longer assessment.

Which domains should be included in the assessment?

Health service organisations can choose the domains they wish to assess based on local priorities. However, it is recommended that all assessments include System Governance (Domain 1). Alternatively, you may choose to group domains to suit contributors' skills and experience. For example, coordination of several staff with technical expertise may be needed to assess EMM System Infrastructure (Domain 2), Security of Access (Domain 3) and Integration of Core Systems (Domain 4).

Can I add other contributors to the assessment team once the assessment has been started?

Yes, the site administrator can invite new contributors to the assessment team. This should occur before indicator assessments are consolidated into a group response. After the consolidated group response is finalised, no further changes can be made.

Who can see my indicator assessment rating and comments?

Members of the assessment team can see contributor ratings and comments when the site administrator has created a consolidated group response.

Who should be nominated as the site administrator?

The Chief Executive Officer (CEO) or other executive sponsor should nominate the site administrator using the [Nomination Form for a Site Administrator](#). Only health service organisations that have returned a signed form will be issued access to the online tool.

Who can access EMMSAT data?

The results from an EMMSAT review can only be accessed by authorised delegates of an HSO, this includes the site administrator and any contributor. EMMSAT results for HSOs are not accessible to, nor monitored by the Commission. The EMMSAT is designed for local use to support quality improvement initiatives for implemented systems. Data captured by HSOs within the EMMSAT is stored on Australian servers.

What is a linked assessment?

Using the 'linked assessment' functionality is optional and can support HSOs in the process of completing a follow up assessment. When a linked assessment is created, the rating and response generated from the previous assessment will be presented alongside the new assessment to enable real-time comparison of results. Using this functionality may not be suitable for all assessments, as it is limited to the domains selected in the previous assessment. Additional domains cannot be selected for assessment.

Why can't we generate an Indicator Comparison report after an assessment has been completed?

The purpose of an Indicator Comparison report is to allow health service organisations to compare the results from two or more assessments to track progress over time. The Indicator Comparison report can only be generated after at least two EMMSAT reviews have been finalised.

How can the EMMSAT be facilitated across multisite facilities?

Multisite coordination of the EMMSAT can be facilitated by using the online tool in two phases:

1. Complete an EMMSAT review led by a site administrator at each individual site
2. Repeat the assessment process with a multisite coordinator setting up a new assessment and inviting individual site administrators to act as contributors. The site administrators will be invited to input the assessment results from their individual site into the EMMSAT to form a new (multisite) assessment. Consolidating the Group Response will then involve all site administrators led by the multisite coordinator.

Can I access the EMMSAT on my mobile device?

Yes, although EMMSAT has not been specifically designed for mobile devices, it is possible to access on a mobile device; however, some screen elements may not be visible. For the best user experience, access the EMMSAT using a desktop or laptop device.

Appendix C. Email template for EMMSAT initiation

Site administrators may wish to use the template below to commence communications on specific indicators for assessment with the proposed assessment team.

Welcome to the EMMSAT Assessment Team.

You are receiving this email because you have been nominated by *(your manager or governance committee)* to participate in a self-assessment of this organisation's electronic medication management (EMM) system implementation. You will receive a link on *(estimated date that site administrator will send invitations)* via email inviting you to register as a contributor on the EMMSAT.

What you need to do

- Keep an eye out for the email (including the Spam folder)
- The link in the email is only valid for 48 hours so you must click and register promptly.
- Once registered you may use the tool at any time. You do not need to complete the entire assessment in one sitting.
- Browse through the following resources before starting your assessment:
 - [EMMSAT fact sheet](#) – for an overview of the EMMSAT
 - [EMMSAT User Guide](#) – for support with using the EMMSAT
 - [Summary of Domains and Indicators](#) – to understand the assessment domains and gather information or evidence required for the assessment
- Complete an assessment of indicators in the assigned domain/s by *(Due date for completion of contributor assessment)*

	EMMSAT Domain	Assigned to
Domain 1	System Governance	<i>(Add name/s)</i>
Domain 2	Infrastructure	<i>(Add name/s)</i>
Domain 3	Security of Access	<i>(Add name/s)</i>
Domain 4	Integration of Core Systems	<i>(Add name/s)</i>
Domain 5	Medication Management	<i>(Add name/s)</i>
Domain 6	Medication Reconciliation	<i>(Add name/s)</i>
Domain 7	Prescribing	<i>(Add name/s)</i>
Domain 8	Medication Administration	<i>(Add name/s)</i>
Domain 9	Dispensing	<i>(Add name/s)</i>
Domain 10	Clinical Decision Support	<i>(Add name/s)</i>
Domain 11	Quality Improvement	<i>(Add name/s)</i>
Domain 12	Business Continuity	<i>(Add name/s)</i>
Domain 13	Paediatrics	<i>(Add name/s)</i>

If you have any questions please contact me to discuss as soon as possible.

Kind regards,

EMMSAT coordinator

Glossary

Site administrator The person with written authorisation from their HSO's Chief Executive (or delegate) to coordinate an assessment across an organisation.

Contributor An individual who is granted access by a site administrator to contribute to the electronic medication management self-assessment tool (EMMSAT).

Assessment team The multidisciplinary team nominated by the governance committee to undertake an assessment using the EMMSAT. The assessment team includes the site administrator and any contributor(s).

Indicator assessment The process of assessing and rating an indicator.

Assessment rating The rating applied to an indicator. Ratings that can be applied are either 'Met', 'Partially Met', 'Not Met' or 'Not applicable.'

Consolidated group response Finalised and collated assessments of all the contributor assessments. Only a site administrator can consolidate a group response within the EMMSAT.

Health service organisation (HSO) A separately constituted health service that is responsible for implementing clinical governance, administration and financial management of a service unit(s) providing health care at the direction of the governing body. A service unit involves a group of clinicians and others working in a systematic way to deliver health care to patients. It can be in any location or setting, including pharmacies, clinics, outpatient facilities, hospitals, community settings, general and specialist practices and clinicians' rooms and patients' homes.



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