

Case Study



Riverside Methodist Eliminates Manual Picks with Advanced Automation

At a Glance

Riverside Methodist Hospital
Columbus, OH
www.ohiohealth.com

Solution Spotlight

- PROmanager-Rx™
- ROBOT-Rx®

Results

- Reduced daily manual picks to nearly zero.
- Achieved 95%+ scan rate for all meds leaving pharmacy.
- Limit outsource packaging
- Reduced pharmacy packaging labor.

Overview

Riverside Methodist Hospital, the flagship of OhioHealth, is a 1,058-bed tertiary care facility based in Columbus, Ohio, and a nationally recognized center for cancer, cardiology and neurosciences.

More than six million doses are administered to Riverside patients each year by nurses using the Horizon Admin-Rx™ bar-code medication administration system. The pharmacy automates as much of the dispensing process as possible, with the ROBOT-Rx® system in place for 7,500 daily cart fill doses and first dose filling, two MedCarousel® pick-to light units for cabinet filling and some first doses, and the IntelliShelf-Rx™ system for refrigerated medications. Nurses access automated medication dispensing cabinets for PRNs, narcotics, and some first doses.

Challenges

Despite the sophisticated automation processes in place, increasing medication volume was straining capacity. The pharmacy was performing 1,000 manual picks per day, which was creating a growing concern from both a safety and efficiency standpoint.

Explained Director of Pharmacy Services Charles McCluskey, Pharm.D., "From a resource perspective, we were spending five pharmacist hours per day, Monday through Friday, checking medications that were being repackaged. I view that as

a half of an FTE that I can put back into the operational flow of patient care. And from a safety point of view, all root cause analyses performed on dispensing errors pointed to manual picks. We needed to drive the number of manual picks down to zero."

Answers

To address its additional volume, Riverside Methodist became a McKesson beta partner for the new PROmanager-Rx™ system. PROmanager-Rx is a one-of-a-kind solution that enables hospitals to fully automate the dispensing, storage, and restocking of tablets, capsules, and other oral solid medications that come pre-packaged from drug manufacturers in unit-dose, bar-coded form. The combination of manufacturer packaging, bar-code scanning of every dose, and sophisticated software makes PROmanager-Rx the safest automated pharmacy system available. The system also reduces the packaging burden inside the hospital, saving both pharmacy labor and costs.

Now, PROmanager-Rx works in tandem with ROBOT-Rx for cart fill and first doses. As Riverside balances dispensing volume, ROBOT-Rx stores and dispenses certain fast-moving oral solids and overbagged items, such as syringes, liquids, ointments, patches, and so forth. PROmanager-Rx stores and dispenses the mid-range and slower-moving oral solids. Medications are dispensed into the same patient-

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Director of Pharmacy Services
Riverside Methodist Hospital

specific cassette; the conveyor systems for each solution are juxtaposed, simplifying technician workflow. Said McCluskey, “The technician is at the center of the action, to minimize the number of physical steps.”

The Ohio State Board of Pharmacy reviewed the PROmanager-Rx processes, and granted Riverside Methodist a pharmacist check waiver, allowing pharmacists to focus on just ten percent of medications dispensed for quality assurance.

Results

Overall, McCluskey said that PROmanager-Rx accounts for nearly 2,800 doses dispensed per day, and has achieved the four goals he established:

1. Reduce the number of manual picks and pharmacist time to check those

medications. Nearly all patient-specific medications are dispensed from the tandem of PROmanager-Rx and ROBOT-Rx.

2. Support organizational goal of 95% or higher bar-code scan rate for all medications leaving pharmacy.
3. Limit outsourced packaging, and reduce packaging checks by the pharmacist.
4. Integrate with the existing pharmacy automation footprint, and with bar-code medication administration solution, for a total “bedside-back” solution.

Summed McCluskey, “From improved safety, automation of the picking process, and increased staff satisfaction, PROmanager-Rx has been a big win for us.”