

Product Spotlight



Improving Workflow and Quality of Care with an Outpatient Automated Dispensing System ScriptPro SP 200

WITH AN INCREASING NUMBER OF PRESCRIPTIONS THAT MUST BE FILLED ON a daily basis, pharmacists are faced with many concerns, such as inventory management, maintaining an efficient workflow, and preventing medication errors. All of these are critical to providing high quality pharmaceutical care to patients.

These were some of the issues faced by Glenn Rebber, RPh, at Family Practice Pharmacy, an outpatient clinic and pharmacy in Waco, Texas. Rebber realized that he needed help with the workflow process because the volume of prescriptions he and his fellow pharmacists were dispensing was increasing drastically. At first, his main interest in installing an automated dispensing system was to improve the work environment by relieving stress and improving workflow. Rebber looked at a number of systems before he found one that he believed would not only improve the workflow and inventory management, but also prevent dispensing errors. “Reduction of medication errors became a critical consideration,” notes Rebber.

Family Practice Pharmacy chose the ScriptPro SP 200 robotic prescription dispensing system. This system has allowed the pharmacy staff to maintain an efficient workflow and provide high quality health care. Today, the pharmacists at Family Practice Pharmacy dispense over 500 prescriptions per day during an eight-hour shift with two pharmacists and four technicians. The ScriptPro SP 200 provides time-savings because the staff does not have to retrieve medications or label medication vials, since these functions—counting, filling, and labeling—are performed by the machine. In addition, the system assures accuracy because of system checks and balances that use bar code verification.

Indigent Patient Programs

Filling prescriptions for indigent patient programs is a large part of the pharmacy’s practice. Rebber estimates that Family Practice dispenses over \$4 million per year on medications for indigent patient programs, such



Loretta Harris of Family Practice Pharmacy verifying a prescription on the SP 200.

ScriptPro has proved to have significant advantages for this specific need. Rebber notes, “We can now keep a separate stock of the medica-



ScriptPro SP 200

tions for the indigent patient programs without disrupting workflow and inventory. ScriptPro allows you to assign an owner to each cell. For example, when a patient enrolled in the Connection to Care gets a prescription filled for Glucotrol XL, ScriptPro is able to recognize which cell holds the Connection to Care stock. The medication is dispensed from a cell that is assigned for the Connection to Care Glucotrol XL rather than from the regular stock of Glucotrol XL.”

Inventory Management

Since installing the new automated dispensing system the pharmacy has decreased inventory by 20%, while filling more prescriptions compared to the previous year. One of the features that enhances inventory management is the ability of the machine to detect when a cell has a low quantity of medication. Each cell can be adjusted depending on the volume used

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for each drug. A minimum and maximum limit can be set for each cell. If the supply of a medication drops to the minimum, the machine alerts the staff, so that medication can be reordered. In addition, the status of all 200 cells can be easily accessed on the system monitor in the control center, with green, yellow, and red indicating full, low and empty levels of cells.

Another benefit of ScriptPro SP 200 is the ability of the machine to prevent dispensing of expired medications. “When the medications are added to the machine, the technician or the pharmacist must input the lot number and expiration date on the manufacturer’s label,” added Rebber. The system will not dispense medications that have expired.

Patient Safety

Most important to Family Practice Pharmacy, ScriptPro SP 200 has the benefit of helping to prevent medication errors. By assigning a cell to each medication, the system ensures that the correct medication is going to be dispensed. Each cell has a permanent bar code label. When a cell is filled, bar code scanning of the stock bottle and the cell ensures the correct NDC match. If a cell were placed in the wrong location, the robot would send a warning message, and would not dispense the order. When filling an



Traci Crain of Family Practice Pharmacy in Waco, Texas using the SP 200.

Family Practice Pharmacy now operates quicker and more efficiently, with greater staff satisfaction and patient safety.

order, the robotic arm scans the cell's bar code before opening it, assuring the medication is dispensed from the correct cell. The prescription label also indicates which cell the medication was dispensed from. Bar code scanning assures that the medication was dispensed from the correct cell. Furthermore, the prescription label, which is printed by the system and applied when the medication is delivered to the conveyor, also contains a line drawing and description of information such as the color, markings and shape of each drug. During the filled prescription scan an on-screen image of the drug provides an additional check before the technician caps the vial. Every medication label, even those that are not loaded into the ScriptPro SP 200 cells, has a bar code that must be scanned to assure that the pharmacy personnel obtained the correct medication. Pharmacy personnel also scan their PIN bar code so that the system has an electronic record of time, date, and personnel.

Support

Support is a crucial factor in any purchasing decision. Rebber notes, "During the past two years, the system has only been down one day. ScriptPro was here immediately to get us up and running again." The

ScriptPro call center is available for problem resolution 24 hours a day, 7 days a week. The system is delivered and installed, with training and go-live support.

Though Rebber notes that vials must be hand-loaded into the robotics cabinet, the time spent on this is more than made up for by the time saved in retrieving and labeling. The system can dispense more than 100 prescriptions an hour. Family Practice Pharmacy now operates quicker and more efficiently, with greater staff satisfaction and patient safety.



Jennifer Brown of Family Practice Pharmacy completing a prescription order

Where to find it:

ScriptPro Circle reader service #38

The Grabavoy Report

Pharmacy-Operations Benchmarking

This report serves as a benchmarking guide for Directors of Pharmacy and other pharmacy leaders in the areas of pharmacy staffing, salary expense and pharmaceutical expenditures. In The Grabavoy Report, every hospital pharmacy is placed into its own comparative group(s) based on the hospital's annual adjusted patient days (ex: 75,000 - 150,000 adjusted patient days), patient days, admits, Medicare-case mix index, case mix index, licensed beds and doses dispensed.

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Credible Data

- Support your budget requirements
- Able your financial self-defense
- Benchmark your department's performance
- Provide validation to support your personnel needs
- Compare your department, your staff and your budget against other hospital pharmacies of like size and acuity

Meet the Author of The Grabavoy Report
To be held at 5 p.m. on Monday, December 6th, in the Challenger Room at The Peabody Hotel, directly across the street from The Orange County Convention Center, in Orlando, Florida. Complimentary hors d'oeuvres and drinks will be served. Dr. Greg Grabavoy will speak for 30 minutes beginning at 5:45 and will be available for questions following. Please stop by EXP's booth, #512, to receive your invitation.

