

Customer Profile • St. Joseph Mercy Hospital

– Ann Arbor, Michigan

Saint Joseph Mercy Health System is comprised of St. Joseph Mercy Hospital Ann Arbor, Saint Joseph Mercy Livingston Hospital in Livingston County and Saint Joseph Mercy Saline Hospital in Saline and 14 outpatient facilities. Saint Joseph Mercy Health System is a member organization of Trinity Health, the fourth largest catholic health care system in the country. Glenn Monroy, service delivery leader of the ambulatory pharmacy department, and Laura Passiak, project manager of pharmacy automation, were instrumental in the selection and implementation of the PharmASSIST technology.

Goals:

Saint Joseph Mercy's goals for implementing pharmacy automation were to:

- Be on the cutting edge of technology.
- Streamline their pharmacy workflow.
- Increase the ratio of their pharmacy technicians to pharmacists.



Rx Volume:

Saint Joseph Mercy's four pharmacies process over 12,000 prescriptions monthly.

Solution:

Saint Joseph Mercy's pharmacies have various PharmASSIST configurations with systems ranging from stand-alone Symphony software applications to systems with one PharmASSIST cabinet (counting technology with 50 dispensers) and multiple workstations for their various workflow

tasks. The PharmASSIST system is fully integrated with their pharmacy management system, Pharmacy Rx by NDC Health, ensuring real-time prescription order flow for all Rx fulfillment tasks.



“PharmASSIST's small physical footprint was a huge selling point, as was the flexibility of the counting technology – especially the ease of assigning and reassigning dispensers to different drugs using simply barcode scanning for the drug changeovers.”

Benefits:

The PharmASSIST technology has enabled St. Joseph Mercy to realize the following benefits:

Enhanced Quality

Although St. Joseph's error rate was extremely low before it implemented their new PharmASSIST Symphony systems, the PharmASSIST technology has helped the pharmacy to greatly enhance the quality of their prescription filling process.

Increase Ratio of Technicians to Pharmacists

The PharmASSIST technology has helped the pharmacy achieve a high level of accuracy and has improved their workflow, which has led to better management of staffing and an increased ratio of technicians to pharmacists

Return on Investment

Pharmacy management says the health system would recoup its investment in the PharmASSIST technology in less than five years.



“Most importantly, Innovation’s entire staff from sales to implementation staff to the end-user trainer were the utmost professionals, attentive to our needs, and extremely flexible.”



To learn how PharmASSIST solutions can help you achieve your goals, contact us today at sales@innovat.com, call 607.352.2129, or go to www.innovat.com.

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