

Customer Profile • *Swedish Hospital – Seattle, Washington*

Swedish Medical Center is the largest, most comprehensive, nonprofit health provider in the Pacific Northwest. It is comprised of three hospital campuses (First Hill, Providence and Ballard), Swedish Home Care Services and Swedish Physicians – a network of 11 primary-care clinics. Dick Ferrell, R.Ph and system ambulatory pharmacy manager, oversees the Swedish Hospital pharmacy.

Goals:

Swedish Hospital’s goals for automation were to:

- Implement a comprehensive workflow management system that added structure, efficiency, and accountability to their pharmacy workflow.
- Implement counting technology with a small overall footprint.



Rx Volume:

Swedish Medical Center’s outpatient pharmacy fills approximately 450-500 prescriptions a day with peak periods of 550-600 prescriptions daily.

Solution:

The hospital’s PharmASSIST Symphony+ System is comprised of 2 PharmASSIST cabinets, 100 dispensers, and 7 workstations. The PharmASSIST system is integrated with their Health Business Systems (HBS) pharmacy management system, ensuring real-time prescription order flow for all Rx fulfillment tasks.



“Our PharmASSIST system has enabled us to implement a standardized and greatly improved workflow that helps our staff fill prescriptions faster, more accurately, and much more efficiently.”

Benefits:

The PharmASSIST technology has enabled Swedish Hospital to realize the following benefits:

Greatly Improved Workflow

PharmASSIST Symphony has enabled Swedish Hospital to implement a standardized and greatly improved workflow that helps their staff fill prescriptions faster, more accurately, and much more efficiently. The software's Rx imaging and tracking capabilities provide real-time access to prescription orders and their status.

Defined Staff Roles

Swedish Hospital staff now has defined roles within the workflow, helping to speed up the process and making staff members accountable for their specific task.

Reduced Wait Times

The technology has enabled the pharmacy to achieve their goal for "walk-up" wait times by filling and delivering a prescription in 20 minutes or less.



“A key to our getting up and running quickly was the compact size and modularity of the PharmASSIST cabinets. We have very limited space and the small footprint of the cabinets enabled us to install them as end caps.”

“We are on a tight leash when it comes to wait times. With PharmASSIST, we are achieving our goal for "walk-up" wait times by filling and delivering a prescription in 20 minutes or less.”

Flexible Configurations Saved Space

The small footprint and flexibility of the PharmASSIST cabinets (counting technology) has enabled the pharmacy to install the cabinets as end caps on the ends of their shelves. Thus the pharmacy did not lose any shelf space or have to renovate to fit the cabinets into their existing layout.

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.

