

# Automated Drug Dispensing in the Emergency Department

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# Overview of Presentation

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- *Benefits of drug automation for the Emergency Department and Pharmacy*
- *Installation and implementation*
- *Staff views*
- *Summary*

# The Hunt for Keys!

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- *Everyone can relate to this:*
  - *the daily time consuming exercise*
  - *the delay in patients receiving analgesia*
  - *the staff and patient frustration!!*
  - *the constant shout for keys!*
  
- *Surely there must be a better, leaner approach to ED drug management?!*

# Medicines on the move... From drug cupboard to robot

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- *Aim*
  - *to introduce an effective and efficient means of medicines management to the Emergency Department*
  - Improving patient pain management
    - Immediate access to drugs without delay
    - Less stock-outs through IT links to pharmacy
- *Six month trial of Omnicell® Automated drug cupboard aka 'the Robot' in ED Majors*

# Getting Started

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- *Steering group set up*
- *Robot "super-users" identified*
- *On-site support from Avantec for the first fortnight*
  - *Train the trainers (Super-users)*
  - *General staff training*
  - *Pictorial guide*
- *Strong links with pharmacy were essential*
  - *ED Pharmacist and ED Pharmacy Technician*

# 'Super-Users' and their role

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- *To provide training*
- *Problem solve*
- *Answer concerns*
- *To ensure the smooth implementation of the robot*

*\* Essential to success of the trial \**

# The 'ROBOT'

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- *Trial period began Feb 08*
- *All 'majors' drugs*
  - Including controlled drugs
  - Not resus or IV fluids
- *Clear labelling*
- *Clear organisation of drugs.*
- *The most exciting feature of the Robot - its fingerprint recognition capability, eliminating the need for keys!*



# Benefits

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- **NO MORE KEYS!**
- *Quick and easy access*

Staff time savings-potential cost implications:

	Jul 08	Aug 08	Sept 08	Average
Entries	3453	3276	3254	3328
Hours saved	54	51	51	52
Saving/month	£1,074	£1,019	£1,012	£1,035
Annualised saving	£12,891	£12,230	£12,148	£12,423

Entries= each time cabinet accessed which would have needed keys

Based on average time taken to find and return keys= 56 seconds

Savings based on Band 5 nurse cost per hour including salary, NI, Pension, training, holiday and sick pay.

# Further Benefits

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- *Improves "drug to patient" time*
- *Dispensing errors reduced due to clear labelling and organisation*
- *Improved security-clear audit trail*
- *Cost savings made - able to rationalise drug stock holding*
- *Due to IT link with pharmacy less stock outs*
- *Access restricted to appropriate staff*

# Initial Problems....

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- *The worry of queues- only one person at a time can log in*
- *Poor finger recognition-  
username/password override*
- *Further training-areas such as restocking and accessing controlled drugs*
- *Would the change be welcomed?*

# User Satisfaction Questionnaire

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- *Staff questionnaire- 6 months post implementation*
- *Random sample of 37 ED nurses*
- *Feedback was positive*
  - *97% stated enabled quicker access to drugs*
  - *97% stated time saved*
  - *92% stated easier to find drugs*
  - *92% felt it was safer*
  - *97% would not want to return to previous key and cupboard system*

# Summary

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- *The robot has made a massive impact in improving medicines management in the ED.*
- *No longer is there a hunt for keys.*
- *Access is quick and easy.*
- *Drug to patient time is improved.*
- *Risk and drug errors are reduced.*
- *There's no going back, the robot is the future!*

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Thank you for listening....  
Any questions??



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