



Being where the children are: Medication dispensing at the bedside

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Background

- Goal of the health system – creating a memorable experience through legendary service.
- Vision – to be where the children are.
- 9 Urgent care centers (UCCs) – strategically located
- Age range from Birth to 20 years old
- In 2016, over 118,000 Urgent Care Visits
- One step further – create more convenience through onsite UCC pharmacy dispensing
- To keep competitive edge by offering similar service as others in the market

Purpose

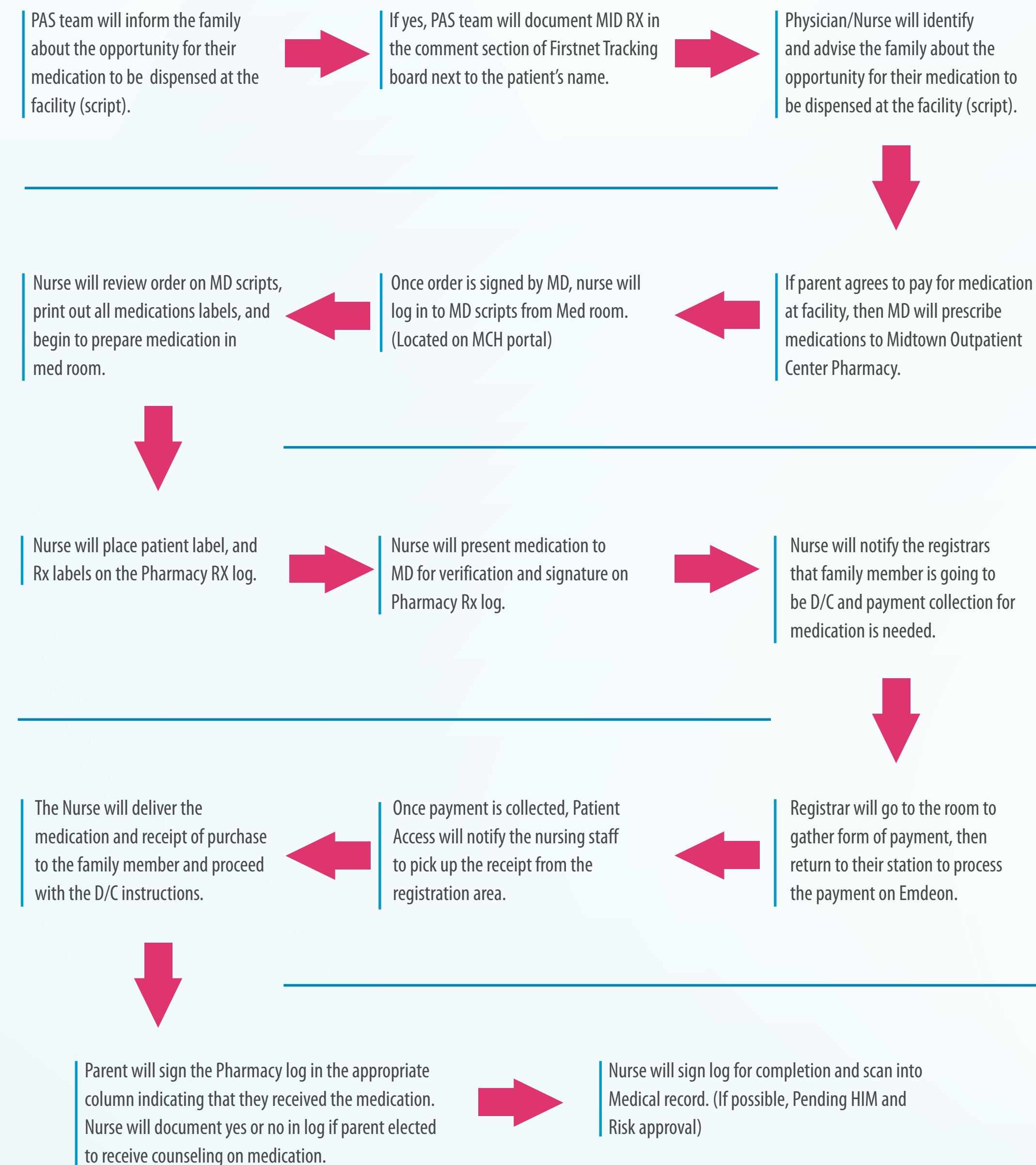
- To describe the process and implementation of a UCC pharmacy dispensing program

Quality Improvement Strategy

- Clinical nurses, the pharmacy department, the registration team and risk management worked collaboratively to create a lean work flow
- One of the south urgent care centers (Midtown) was the first to pilot this new process in December 2016
- One of the north urgent care centers (Miami Lakes) have joined
- Two South Centers to start trial soon
- All centers to eventually offer service
- The most commonly prescribed medications are stored onsite
- MD Scripts embedded in intranet as an easily accessible link
- Process:
 - Physicians place orders and verify dispensing
 - nurses prepare medications
 - registration team collects payment
 - families leave with their medications



Pharmacy Dispensing workflow – 1.0



Initial Supplies

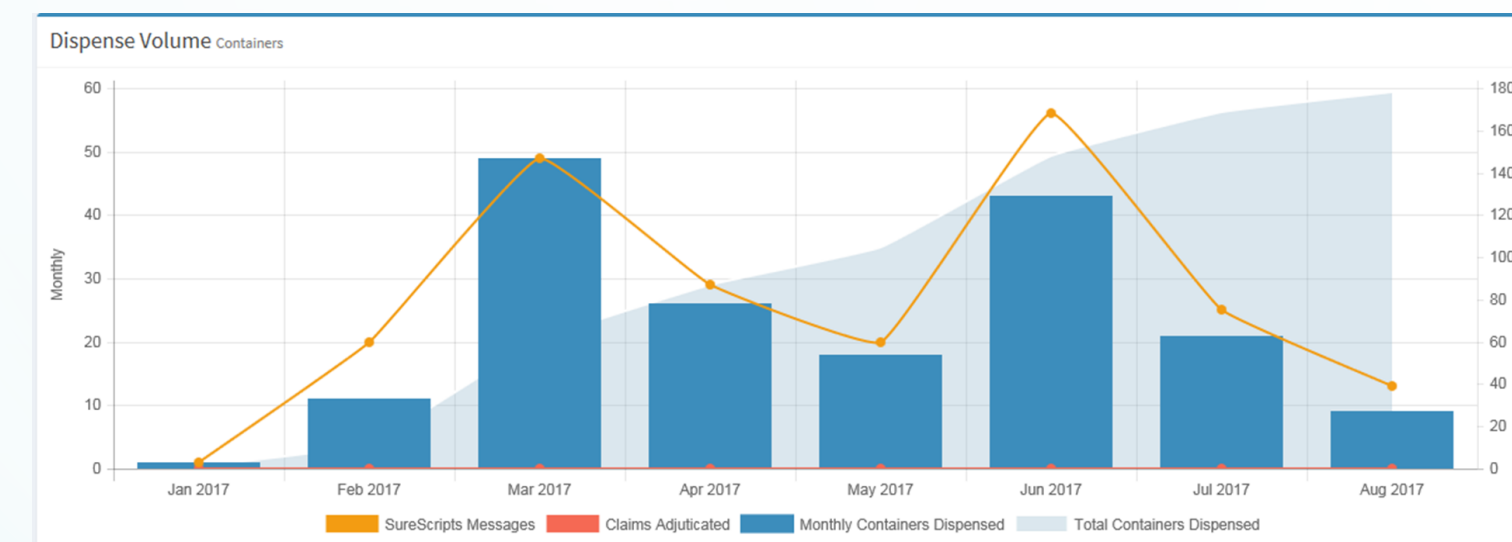
- Fill Master
- Printer
- Computer Monitor in Med Room
- Medication Dispensing Supplies



Outcomes

- Initially only 6 medications were dispensed
- In the month of March 2017 this increased to 27 medications dispensed.
- Top medication being dispensed is Amoxicillin 400mg/5ml Oral suspension.
- Pro forma annual net income using outsourced pharmacy supplier : \$ 392,967.64
- Pro forma annual net income using hospital's 340B discounted prices: \$750,644.44

Actual Dispensing



Most Dispensed Medications



- AMOXICILLIN 400MG/5ML SUSP ML (34.8%)
- OCUFLOX 0.3 % DROP ML (7.3%)
- AUGMENTIN ES-600 (AMOXICILLIN/POTASSIUM CL...
- POLYTRIM 10000-1/ML DROP ML (5.6%)
- CHILD IBUPROFEN 100MG/5ML ORAL ML (5.0%)
- CHILDREN'S ALLER-TEC 1MG/ML SOL ML (4.4%)
- VENTOLIN HFA (ALBUTEROL SULFATE) 90MCG HF...
- CHILDREN'S NON-ASPIRIN 160MG/5ML LIQU ML (3...
- FLONASE 50MCG SPR GM (3.3%)
- ZITHROMAX 200MG/5ML SUSP ML (3.3%)

[See All Medications](#)

Total: 178 Containers

[Show Units](#)

Conclusion / Implications

- The use of onsite medication dispensing has increased exponentially within the four early months of being piloted
- Differentiation of services to others in the market
- The implementation of this new medication dispensing process will:
 - Create a lasting experience for the customer through the ease and convenience
 - Increase antibiotic compliance
 - Improve patient safety and overall patient outcomes.
 - Contribute to net income with projected monthly profit of approximately \$3,000 per center
- Next steps:
 - Translation into all UCCs, one at a time
 - Using hospital's pharmacy (with 340B discounted prices) as supplier to increase profits