

Being where the children are: Medication dispensing at the bedside





Rashard Scippio, MSN, RN; Sheree Mundy, DNP, BSc, ARNP, PPCNP-BC, NE-BC; Nicole Quinlan, MSN, RN, NE-BC

Nicklaus Children's Hospital, Miami, Florida

Background

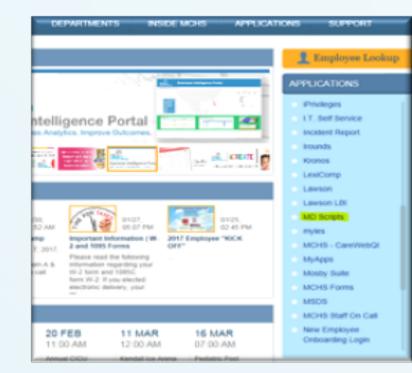
- ➤ Goal of the health system creating a memorable experience through legendary service.
- ➤ Vision to be where the children are.
- ➤ 9 Urgent care centers (UCCs) strategically located
- ➤ Age range from Birth to 20 years old
- ➤ In 2016, over 118,000 Urgent Care Visits
- ➤ One step further create more 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

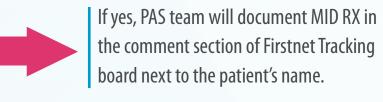
Quality Improvement Strategy

- > 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

PAS team will inform the family about the opportunity for their medication to be dispensed at the facility (script).





Physician/Nurse will identify and advise the family about the opportunity for their medication to be dispensed at the facility (script).



Nurse will review order on MD scripts, print out all medications labels, and begin to prepare medication in med room.



Once order is signed by MD, nurse will log in to MD scripts from Med room (Located on MCH portal)



If parent agrees to pay for medication at facility, then MD will prescribe medications to Midtown Outpatient Center Pharmacy.



Nurse will place patient label, and Rx labels on the Pharmacy RX log.



Nurse will present medication to MD for verification and signature on Pharmacy Rx log.



Nurse will notify the registrars that family member is going to be D/C and payment collection for medication is needed.



The Nurse will deliver the medication and receipt of purchase to the family member and proceed with the D/C instructions.



Once payment is collected, Patient Access will notify the nursing staff to pick up the receipt from the registration area.



Registrar will go to the room to gather form of payment, then return to their station to process the payment on Emdeon.



Parent will sign the Pharmacy log in the appropriate column indicating that they received the medication. Nurse will document yes or no in log if parent elected to receive counseling on medication.



Nurse will sign log for completion and scan into Medical record. (If possible, Pending HIM and Risk approval)

Initial Supplies

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











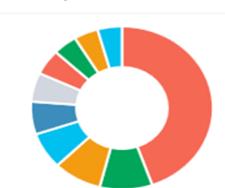
Outcomes

- ➤ 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



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

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:

Total: 178 Containers

- > Translation into all UCCs, one at a time
- ➤ Using hospital's pharmacy (with 340B discounted prices) as supplier to increase profits