

Successful Hospital Pharmacy Automation

4 keys steps to a successful medication management automation project

In 2020, 75% of a pharmacist's time was spent on non-clinical activities (ASHP).

Did you know? Automating medication management enables hospital pharmacists to work at the top of their licence and engage more in clinical activities.

 <p>Reduce & eliminate errors common in manual workflows</p>	 <p>Make your activity more efficient & less costly</p>	 <p>Give staff valuable time back to spend on clinical activities</p>	 <p>Enable dynamic & informed decision making</p>
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Step 1: Make it a collaborative process

The most successful projects start and end with collaboration.




- Get key stakeholders involved in the project from the beginning
- Learn their needs and perspective on challenges, process pain points and solutions
- Present them with the benefits automation will bring to your hospital.

Need to know: This fosters a collaborative environment, which will nurture a smoother implementation and adoption process. This step is easy to overlook but can quickly turn into a challenge if stakeholders don't back the project.

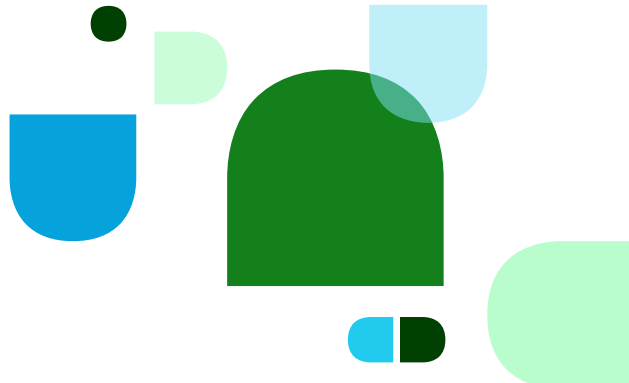
Step 2: Identify challenges

What are the key challenges that you and your staff are facing on a day-to-day basis? Build out all the core pain points in more detail, answer "what, why, where how" with all key challenges. A common challenge we hear about, for example, is making sure that controlled drugs are managed safely.

This is a multifaceted issue:





-  Patient safety and security, without automation, leads to time-consuming and resource-heavy workflows
-  Humans are error-prone and may make mistakes choosing the wrong medications when faced with heavy workloads and disparate medication storage locations
-  Paper-based tracking leads to problems in readability of handwriting and security of the drug register

Tip: To get a clear picture of areas of need, ask your staff – an easy way to do this is to conduct a survey/poll. There are a number of free resources online that can help with this, which only have an email requirement, such as Typeform.



Step 3: Find solutions

Having identified challenges, start to look into the medication automation solutions 2023 has available to hospital pharmacies today.

Your challenge		 Medication management software	 Medication storage and dispensing robot	 Automated medication cabinet	 Automated medication trolley
Central Pharmacy	Time spent searching for medications		✓	✓	
	Medication errors	✓	✓	✓	
	Staff time lost on manual shelf stocking		✓		
	Security of medication	✓		✓	
Point of Care	Time spent searching for medications	✓	✓	✓	✓
	Medication errors	✓		✓	✓
	Staff time lost on manual shelf rounds				✓
	Security of medication	✓		✓	

Automation

Introduction of automatic equipment to replace manual work, to:

- Remove the stress of manual work
- Give staff time back to focus on key areas of need
- Increase efficiency of workflows
- Increase security of medication



Digital software

Storage, processing and communication of information digitally, to:

- Support automation solutions
- Improve the traceability of medications
- Support top level decision making
- Provide you with live data and updates



Step 4: Ongoing training & support

Technology is only as good as the people who operate it.

Tip: Check that your automation provider has a customer success team with the capabilities to support your team in change management and ongoing training before committing to them.



Leverage support & change management capabilities to:

- Demonstrate returns on investments to your key stakeholders
- Reinforce the need for investment
- Ensure high adoption rates of automation
- Support future automation projects
- Gather ongoing data to help you achieve KPIs



Engage with ongoing training

- Training improves the safety and efficiency of technology
- Ensures staff have the right knowledge to get the most out of automation
- Considers staff movement, e.g., staff leaving positions and new staff joining, ensuring all staff are trained to a high standard

If you need further help choosing the right partner who can provide these services, take a look at our [guide](#).

In 2023 the key to successful medication automation projects is through a combination of:

- Collaborative work
- Clear understanding of challenges
- Finding solutions
- And providing on-going training and change management support to staff



If you'd like to learn about specific recommendations for your Trust, [contact us now](#) and we can set up an evaluation