

Delivering patient safety by ensuring nurses have the right medicines to hand for patients when they need it.

Customer profile

North Tees and Hartlepool NHS Foundation Trust decided to replace their emergency department drugs cupboard with automated technology because pharmacy time was being absorbed by stocktakes required every couple of days. In addition, nurses on the ward didn't always have the medication available that they needed for patients resulting in vital treatment delays.



The solution

Omnicell automated medication dispensing cabinets were the stand out solution for the hospital as they were easy to implement, allowed frontline staff to clearly see the medication they needed and ensured it was stored securely.

Such has been the success of the Omnicell system, the Trust now has Omnicell cabinets in 13 locations across the hospital. Pharmacy is responsible for top-ups and ensuring wards have all the stock they need to hand. This means nurses can now access the right medication and right quantity when they need it.

Since installing the Omnicell cabinets, pharmacy is now able to better manage stock across the hospital. All medication is tracked by the system which ensures pharmacy has visibility of exactly what stock is available in what ward. As a result there are very few stockouts. Expiry date reports help pharmacy see which stock is due to go out of date, allowing them to move medication around the hospital so it gets used rather than wasted. This means there is very little stock expiry on the wards with Omnicell cabinets.

This new approach to medication management and stock rotation is helping to eliminate the risk of errors and ensuring wards no longer run out of the vital drugs which will help patients to recover.



Helping patients get the care they need

The Omnicell system has been embraced by nurses working on the wards as it frees up their time to focus on patient care – the main reason they decided to embark on their vocation in the first place.

“Prior to installing Omnicell our biggest issue was not having the right stock at the right time for patients. This would lead to a long term impact and a delay in their recovery. It impacted on care delivery and meant delays in patients receiving vital treatment,” explains Karen Kelsey, Senior Clinical Matron for Emergency Care.

“Now we can access medicines quickly when we need them and that instils confidence in our nurses. It’s definitely helped improve patient safety as there are now safe checking mechanisms carried out by the pharmacy team. It’s also helped to speed up discharge times as all the medicines we need are instantly available.”

Tom Bingham, Clinical Co-ordinator on ICU, added that since Omnicell had been installed they were no longer leaving patients for unnecessary periods of time.

“We don’t find out of date items any more and we don’t run out of things. The time taken to get medications is much quicker and we can always get the medication we need when we need it and that makes it much safer for staff and patients.”

Nurses access the Omnicell cabinet using their fingerprint and they are guided straight to the medication they need for patients by the unique guiding light system.

“Before we had no system at all, we had cupboards no-one could access. Now we have visibility and accessibility across the whole Trust in 13 locations and are able to manage stock more effectively.”

Philip Dean, Chief Pharmacist at North Tees and Hartlepool NHS Foundation Trust.

“Now we login with our fingerprints we are not wasting time looking for drug cupboard keys. We had occasions in the past when nurses had accidentally taken home the keys for the drug cupboards,” said Pam Calvert, A&E sister.

“Medication management with the Omnicell is a lot easier and safer. When you go to the machine it tells you what’s there, it lights up and tells you where to go.”

Omnicell technology is making it easier for staff on the wards to do their job and because medication is always to hand where it is needed it means patients recover quicker.





Benefits realised by automating medication administration on the wards

- The return on investment is 177% over ten years when just analysing stock savings. This doesn't take into account patient safety, care and quality which are worth much more.
- A stock reduction of £2,800 or 10% of the stock on hand has been achieved. Further reductions could be possible on review of usage patterns.
- Expiry checks are now easier for pharmacy as Omnicell is able to monitor and alert on expiry dates supporting FIFO process.
- Stockouts on the wards are down to 0% on five wards and less than 2% on a further four wards.
- The number of additional restocks required on wards is now down to 0% on four wards with Omnicell.

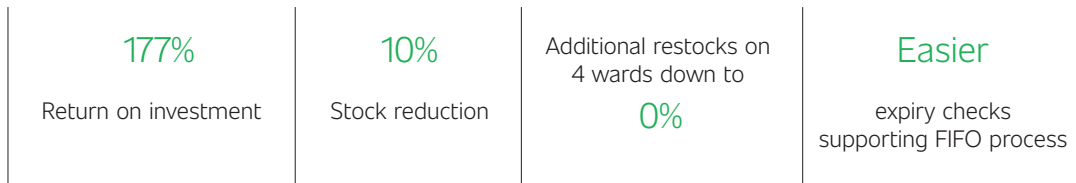
Next steps for the Trust

North Tees and Hartlepool NHS Foundation Trust is one of six pilot sites for Scan 4 Safety across the UK. They are in the process of implementing their GS1 strategy and as an accredited GS1 partner Omnicell is very much part of the plan. Omnicell is supporting the Trust through the process and next steps include linking the cabinets to the hospital's EPMA system to provide further safety benefits.

“When we talk to staff about Omnicell they want more Omnicells. Working with Omnicell and putting in the product has been a joy because they are doing something that helps us and they know that.”

Philip Dean, Chief Pharmacist at North Tees and Hartlepool NHS Foundation Trust.

Watch staff at North Tees talk about the benefits of Omnicell. Visit the Omnicell UK You Tube channel or www.youtube.com/watch?v=G-vv6i_1fvg&t=138s



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