Chartwell fuels home infusion and specialty pharmacy with IV compounding solutions

Customer Profile

With annual revenues exceeding $1.4 billion, Chartwell Pennsylvania, LP is the region's largest and most clinically advanced provider of home infusion, specialty pharmacy, and TPN (total parenteral nutrition) support. The company provides services, therapies, and medications for patients in Pennsylvania, Ohio, New York, Florida, South Carolina, and West Virginia.

The Challenge

Fueled by rapid market expansion, Chartwell looked to expand its Pittsburgh-area headquarters into a multiple-use, showroom-quality location.

Explained COO David Benedict, "In order to achieve our goal of delivering high-quality medications and services, we sought the most advanced technology, integrated with best practice skill sets, and positioned within a carefully controlled environment."

The challenge was in building a program to:

- Meet both current standards and anticipated future evolutions of USP <800> and USP <797> regulations – ensuring sterility for both hazardous and non-hazardous admixtures
- Align on process recommendations from ISMP (Institute for Safe Medication Practices)

The Solution

In order to run its operations 24 hours per day, seven days per week, Chartwell created specific production areas, including a clean room, and designated rooms for antibiotics production, high-risk compounding, and hazardous compounding.

Chartwell Pennsylvania, LP
Pittsburgh, Pennsylvania

Challenge
- Automating compliance with current and anticipated future regulations
- Ensuring sterility for hazardous and non-hazardous compounds
- Aligning on ISMP best practices
- Keeping up with rapid growth

Solution
- IVX Workflow
- IVX Cloud
- i.v.STATION™ Non-hazardous Compounding Robot
- Pharmacy Carousel

Impact
- Increased product accuracy and quality
- Improved inventory management
- Accelerated employee training
The Impact

“Accuracy and quality are primary concerns. We sought to upgrade our operations with very distinctive factors to match our clinical excellence,” said Benedict.

Chartwell’s Omnicell technology includes:

- IVX Workflow, located within laminar airflow hoods, to drive technician efficiency and proper aseptic technique using integrated barcode scanning, gravimetric and volumetric verification, advanced image recognition, photo documentation, and label printing
- i.v.STATION™ non-hazardous compounding robot to automate antibiotic production
- IVX Cloud, a web-based tool to manage order routing and workflow, and also provide access to compounding dashboards and analytics
- Carousels in the pharmacy staging area for barcode-driven drug storage and retrieval and for inventory management
- NarcStation to oversee access, control, and tracking of controlled substances

IVX Workflow for Home Infusion Products

While the practice of batching dose-specific admixtures for multiple patients is normal in an acute care setting, batching is much less common in the home infusion space.

At Chartwell, operational pharmacists work under hoods with IVX Workflow technology to accurately and effectively produce up to a week’s worth of dose-specific products for individual home infusion patients.

Further, Chartwell installed video cameras within each hood to monitor for standards adherence, proper aseptic technique, and training purposes.

Next Target: High-Volume Batching of Antibiotic Syringes

Looking to future growth and efficiencies, Chartwell is studying its own data history and various models for the potential high-volume batch production of antibiotic syringes using its i.v.STATION compounding robots. Among its first steps is performing sterility testing for the purpose of beyond-use dating.

Visit Omnicell.com to learn more today.