Table of Contents

Clinical Focus
Robots + Humans: Recipe for Success in IV Compounding .......................................................... 2

Best Practices
Where Are My Meds? OmniExplorer and Other Solutions Aid in Finding Inventory ........................................... 4

Product Update
XT Series Cabinets for Supply Chain Management Launched at AHRMM ..................................................... 6

Diversion
What Will Compliance Gaps in Diversion Management Cost You? ................................................................. 7

Non-Acute Care
Appointment-Based Medication Synchronization: Aligning Pharmacy Performance with Payer Incentives .......................................................... 8

Announcements
Subscription Training Program for System Administrators ............................................................................. 9
Automating Proactive Diversion Monitoring ................................................................................................. 9
Convenient Portals Offer Information and More to Omnicell Customers ....................................................... 10

Events
Upcoming Conferences, Training Classes, and More .................................................................................. 11
Robots + Humans: Recipe for Success in IV Compounding

Duke University Hospital—a 957-bed nationally recognized medical center—does not shy away from new technology. As an early adopter of IV automation, Dr. Paul Bush, Chief Pharmacy Officer, saw the advantages of using Omnicell’s IV compounding robots to increase patient safety and lessen Duke’s dependence on outsourcing.

Two i.v.STATION™ Non-Hazardous Compounding Robots were first installed in 2012, but due to staff turnover and other competing priorities, the technology was underutilized. Duke made a commitment to refocus their internal compounding efforts, and they have made tremendous strides this year to optimize and drive IV robotic production.

Challenges

Like many facilities across the country, Duke struggled with technician turnover and competing priorities within the pharmacy. This led to a lack of focus on robotic IV production and less than optimal throughput at fewer than 1,000 preparations per month.

Changes

Duke recognized that in order to be successful with the IV robotic technology they had to dedicate resources, create a production schedule, and establish specific and measurable goals for their IV compounding operation.

First, Duke evaluated their workflow and determined that leveraging IV robots for batch production would be optimal to meet their organizational needs. They moved the i.v.STATION units to the central pharmacy and launched educational sessions for the pharmacy staff to increase their comfort with and knowledge of the systems.

In 2015, Paul Bush identified Jerry Usher, RPh, to manage the IV compounding program full time. In early 2017, Jerry hired a full-time IV Robotic Technician Coordinator to manage the inventory and robotic production. Additional training was provided to other pharmacy staff members, so shifts dedicated to robot production could be added and expanded.

Goals

The primary goal of the new initiative was to increase IV robotic production to reduce the number of manual preparations and improve turnaround time to ensure doses are readily available for delivery to patient floors. Duke also set out to minimize waste while maintaining the high quality they had come to expect with fully automated IV preparations.

To support batch processing, Duke obtained stability studies for extended beyond use dating (BUD) and added more protocols to the i.v.STATION units to expand utilization.

Omnicell Collaboration

During the IV compounding ramp-up, Duke collaborated closely with Omnicell representatives who provided valuable support. A dedicated engineer who is frequently on site helps ensure the robotic units are running at optimal levels. Clinical specialists and other members of the account team have aided with training and other issues, including supply chain challenges. Omnicell also provided a means of obtaining CGMP-compliant extended BUD studies and discounted end-product testing through our partnership with Analytical Research Labs (ARL).

> Continues on next page
Results

The increase in IV compounding production has soared. Prior to the changes, only 20% of available doses were being prepared with IV robots, compared to 97% as of May 2017. Duke’s overall monthly robotic production has increased from less than 1,000 preparations per month to over 4,000 preparations per month.

Future Plans

At Duke, the change to batch processing and more dedicated staff has made a big difference—it has improved patient safety and reduced outsourcing costs. “I can’t emphasize enough the need for training, and developing enough expertise so staff can cover each other,” said Jerry Usher.

Duke plans to continue building on their success and to further increase IV production. So far, they have focused primarily on IV bags, and next they plan to add syringe preparation and expand their bag production. They also hope to add a fully dedicated second shift and eventually another i.v.STATION.

ADDITIONAL IV AUTOMATION SOLUTIONS

Advances in technology have provided the means to automate the sterile compounding process, an approach supported by the Institute for Safe Medication Practices. Whether robotics or workflow solutions, technology enhances safety and sterility in the compounding process. IV workflow solutions—semi-automated IV management systems that augment manual compounding—are a good first step toward incorporating sterile compounding technology into your pharmacy operations.

Are you planning to implement IV workflow technology for sterile compounding?

Take our brief survey (about 5 minutes) to indicate where you’re at on the path to automation.

Take Survey
Where Are My Meds?

OmniExplorer and Other Solutions Aid in Finding Inventory

Out-of-stock items in an automated dispensing cabinet can prevent timely medication administration, which can frustrate nurses.

Omnicell® Automated Dispensing Cabinets have functionality that can aid nurses in this situation. If a medication is out of stock at the cabinet the nurse is logged into, the nurse can search to see which other cabinets have the item and go directly to the nearest one to remove it. This feature is especially helpful when the pharmacy is closed, and it can be a useful tool for dealing with drug shortages.

Omnicell XT and G4 Automated Dispensing Cabinets: OmniExplorer

OmniExplorer, an optional feature in Omnicell XT and G4 Series Automated Dispensing Cabinets, provides select functionality of the OmniCenter® server directly from the cabinet, allowing clinicians to quickly access time-sensitive information about item inventory, patient history, cabinet status, and more.

After opening OmniExplorer on the cabinet display, nurses can follow these steps to check availability of a particular item:

- Select Inventory from the main menu.
- Press Item Availability.
- Use the search functions and select the item ID of the desired item.
- Review the list of cabinets where the medication is available.

Note that access to OmniExplorer is restricted and based on user access privilege.

Omnicell AcuDose-Rx Automated Dispensing Cabinets

If the medication a nurse wants to remove is not available at a particular AcuDose-Rx® cabinet, the nurse can search for the medication in other cabinets by following these steps:

- From the Patient Care page, press Locate Med.
- Search for the medication.
- Select the medication and press OK.
- Review the list of cabinets where the medication is available.

Note that, depending on user privileges, searches might show all cabinets in the facility or just the cabinets that nurses have access to.

Other Inventory Visibility Solutions

Knowing where inventory resides in cabinets at a single site can be challenging enough. But what if your facility is part of a larger health system with multiple hospitals and multiple pharmacies? Having comprehensive and accurate visibility to inventory is critical for managing drug shortages, reducing inventory costs, and providing optimal patient care. Omnicell offers sophisticated solutions to tackle these challenges.

> Continues on next page
Central Pharmacy Manager / Satellite Pharmacy Manager

Central Pharmacy Manager provides visibility of medication inventory, including usage and dollar value, and allows you to better coordinate the flow of medications between wholesalers, the central pharmacy, and nursing units. When integrated with Satellite Pharmacy Manager, this software also provides inventory visibility and automated replenishment for satellite pharmacies and clinics, supporting a “hub and spoke” distribution model.

Performance Center

The Omnicell Performance Center™ is a combination of software and services that takes inventory visibility and insights to a new level. A team of pharmacy and supply chain experts will constantly monitor data across the health system and recommend actions to improve medication management.

With this solution, you can:

- View medication inventory across the enterprise to optimize resources and reduce costs.
- Move shortage medications anywhere in your system with a few keystrokes.
- Find and reallocate expiring medications to faster moving locations.

To learn more about these solutions, please contact your Omnicell representative.
XT Series Cabinets for Supply Chain Management Launched at AHRMM

Future of Supply Chain Analytics Discussed at Show

Omnicell launched the XT Series Automated Supply Dispensing Cabinet at the Association for Healthcare Resource & Materials Management (AHRMM) Conference in Washington, DC. As with the XT Automated Medication Dispensing Cabinets launched in January, this next generation of Omnicell's supply solutions provides additional flexibility with modular design, significantly increased storage capacity, and the latest technology.

The new XT cabinets work with the Omnicell Supply Management System and feature:

- A larger, more responsive touchscreen, which creates greater efficiency for nursing staff
- Guiding Lights that are six times brighter than previous versions and easily visible in most any environment
- Increased capacity of the cabinets, which can help prevent stockouts
- New XT supply cabinet accessories—a supply drawer, pull-out shelf, and supply rack—which offer additional flexibility and greater storage capacity
- Microsoft® Windows® 10 IoT Enterprise LTSB with BitLocker Drive Encryption and updated Intel technology to enhance reliability, security, and responsiveness
- Modern Starbus electronics architecture, which is adaptable to future innovations

Future of Supply Chain Analytics

In addition to showcasing XT supply cabinets, Omnicell hosted a reception for attendees that included a discussion on the future of supply chain analytics. Rupert Robin, Senior Director of R&D for Omnicell, demonstrated Omnicell’s new suite of supply reporting and analytics products for inventory management to be released in the UK this year, and he solicited feedback for features to be developed for U.S. release.

While we are known for our best-in-class medication cabinets, Omnicell actually started as a company that developed and produced supply dispensing cabinets. The new XT supply cabinets use the same award-winning technology as our medication dispensing cabinets and are designed to help healthcare facilities improve the way consumable supply inventory is organized.
What Will Compliance Gaps in Diversion Management Cost You?

Infographic Reveals Areas to Target Diversion Prevention Efforts

The image below is part of an infographic that emphasizes the need for diligent and detailed diversion monitoring, and reveals consequences faced by healthcare facilities for not meeting regulatory requirements. Consider sharing the infographic with your hospital administration if you are seeking more resources for diversion management. Download and view the entire infographic.

**LACK OF PROCESSES FOUND AMONG PHARMACIES AND NURSING UNITS:**
- 34% never investigated ADC stockouts
- 21% did not have software to identify diversion
- 16% did not use automated vault for controlled substances

**CASE STUDY**

**THE FACTS**
- 25 cases of unusual bacterial blood infections
  - All were in the same post-surgical ward and all had received IV pain-killing narcotics.
  - Same bacteria in patients’ blood was found in a saline bottle from diverter’s desk.

**THE OUTCOME**
- The hospital was found at fault for failure to monitor
  - Did not get dispensing reports.
  - Did not have a plan for identifying diverters.
  - Did not have a method to trace drug distribution.
- 2 year prison sentence given to diverter after pleading guilty
- $340,000 restitution fees plus legal fines from infected patients
Appointment-Based Medication Synchronization: Aligning Pharmacy Performance with Payer Incentives

Payer Pressures Translate to Opportunities for Omnicell’s Time My Meds Pharmacy Partners

Today’s healthcare focus on quality measure performance imposes significant demands on health plans. In the Medicare Part D Star Ratings program, health plans are reliant on pharmacies to help them drive medication adherence. Based on the performance of their pharmacy networks, plans can be penalized for poor quality, or receive quality bonus payments if they perform well. Accordingly, health plans are increasingly attracted to pharmacies that can effectively and reliably manage medication adherence.

Omnicell’s comprehensive adherence portfolio, including Time My Meds® Medication Synchronization Software, enables pharmacies to predictably improve medication adherence through adoption of an appointment-based medication synchronization model. The data analytic capabilities of Time My Meds allow pharmacies to easily identify and target health plan members. SureMed® by Omnicell® multimed adherence packaging complements Time My Meds, further enhancing adherence.

By aligning the superior adherence capabilities of pharmacies with health plan incentives, Omnicell is opening new performance-based revenue channels for our pharmacy partners and preparing them to navigate successfully within a value-based healthcare landscape.

To learn more about our adherence solutions, join us at one of the upcoming conferences we’re attending, including those reflective of our activity with health plans and quality measures:

**PDX Chain Forum Conference**
September 17–20, 2017
(Grapevine, TX)

**America’s Health Insurance Plans (AHIP) National Conferences on Medicare, Medicaid and Duals**
September 24–27, 2017 (Washington, DC)

**SSN MTM and Medication Adherence Innovations Summit**
October 4–5, 2017 (Phoenix, AZ)

**National Community Pharmacists Association (NCPA) Annual Convention**
October 14–18, 2017 (Orlando, FL)

**McKesson MPS Chain and Health System User Conference**
October 24–25, 2017 (Pittsburgh, PA)

**Medicaid Health Plans of America (MHPA) Annual Conference**
October 29–31, 2017 (Washington, DC)

**Pharmacy Quality Alliance (PQA) Annual Leadership Summit**
November 1–3, 2017 (Alexandria, VA)

**American Society of Consultant Pharmacists (ASCP) Annual Meeting & Exhibition**
November 2–5, 2017 (Kissimmee, FL)

**ECRM Pharmacy Technology, Services, Supplies and Automation EPPS**
November 12–14, 2017 (Braselton, GA)
Subscription Training Program for System Administrators

When you invest in Omnicell technology to improve processes, you need to train your staff on the new systems—but you also need to plan for ongoing training of new and existing staff members. Omnicell’s Subscription Training Program for system administrators offers a comprehensive, sustainable approach to training that addresses these needs.

With the subscription training model, participants can take an unlimited number of training sessions throughout the subscription period (currently 18 months or 5 years). Training options include virtual instructor-led sessions and classroom workshops at Omnicell facilities. Courses support:

- Initial training at implementation
- New employee training
- System optimization and upgrades

The subscription training approach gives you the support of knowledgeable instructors throughout your Omnicell relationship, and helps your existing staff retain and build on their knowledge over time.

Participants who are enrolled in the Subscription Training Program can log on to myOmnecell to register for classes that work with their schedule. For more information about the program please contact your Omnicell representative or e-mail us at train@omnicell.com.

Automating Proactive Diversion Monitoring

Omnicell’s web-based diversion analytics tool, Omnicell Analytics, was recently featured in an article in the August issue of Pharmacy Purchasing and Products (PP&P). Nilesh Desai from Hackensack University Medical Center discusses the facility’s challenge of managing drug diversion and the ease of automating the process with Omnicell Analytics. In addition to Omnicell Analytics, he highlights Omnicell’s closed-loop interoperability with Epic, and talks about the value of being able to prevent diversion rather than react to an incident that harms a patient or healthcare professional. View the article.

Omnicell offers a number of ways to help keep controlled substances secure. Visit www.DiversionCentral.com to access Omnicell’s one-stop source of free diversion education resources including webinars, infographics, ebooks, and more.
Convenient Portals Offer Information and More to Omnicell Customers

As part of our ongoing efforts to provide quality service, Omnicell offers two web portals created for customers to easily access information, order parts, and request services.

**my Omniscell Customer Portal**

myOmniscell.com provides support for Omnicell products and services. With this portal, you can personalize the content to the products most relevant for your needs.

The site includes:

- The ability to submit and track the status of your open service requests for one or multiple facilities
- Technical documentation in a topic-based format that allows you to quickly find/download answers
- Training resources
- A collection of Foxfire custom reports that can be downloaded
- Subscriptions to email notifications when pages/content on the site are updated
- A discussion board that allows you to collaborate with and learn best practices from your peers located around the country

**Aesynt Care Customer Portal**

Created for former Aesynt customers, this easy-to-use portal offers:

- Service support: create inquiries, update and view inquiry notes, and dispatch information on current and past cases
- Technical documentation/data resources (user guides, First Databank updates, customer support guide)
- Training resources
- Online purchasing of catalogs, parts, and accessories
- Management of customer email distribution lists and subscriptions
- Access to PacMed Services (order, repair, and recalibrate canisters)

You can also create and print UPS return labels from your computer to ensure your returned parts arrive at their designated locations.
Omnicell participates in many conferences throughout the year. Some key upcoming meetings are listed below. We hope you can join us at an event!

**Acute Care Events**

**American Association of Nurse Anesthetists (AANA) Annual Congress**
- September 8–12, 2017
- Seattle, WA

**Epic User Group Meeting**
- September 25–27, 2017
- Verona, WI

**Cerner Health Conference**
- October 9–12, 2017
- Kansas City, MO

**American Nurses Credentialing Center (ANCC) National Magnet Conference**
- October 11–13, 2017
- Houston, TX

**Non-Acute Care Events**
For a complete list of upcoming events related to our medication adherence solutions, please see page 8.

**Softwriters Users Conference**
- September 13–15, 2017
- Nashville, TN

**SSN MTM and Medication Adherence Innovations Summit**
- October 4–5, 2017
- Phoenix, AZ

**National Community Pharmacists Association (NCPA) Annual Convention**
- October 14–18, 2017
- Orlando, FL

**American Society of Consultant Pharmacists (ASCP) Annual Meeting & Exhibition**
- November 2–5, 2017
- Kissimmee, FL

**Training**
To access the informational videos described below, please log on to myOmnicell.com through this link or copy and paste it into your browser. Visit the Training area and click on the Videos tab.

**21.5 Release Video**
A brief video titled “21.5 Omnicell Point of Use Release Overview” provides an overview of the new features and enhancements available with the 21.5 software released in May 2017 for Omnicell medication dispensing systems. If you are logged onto myOmnicell, use this link to access the video (Duration: 5:37 min).

**Controlled Substance Dispenser Videos**
A new series of “how to” videos is available for the Controlled Substance Dispenser. This automated single-dose dispenser is available in Omnicell® XT Automated Dispensing Cabinets. Each video is under 5 minutes long.

**Introduction to Controlled Substance Dispenser**
Learn about the Omnicell Controlled Substance Dispenser, a single-dose dispenser that provides secure storage and dispensing of medications from cassettes to a drawer located under the dispenser. (Duration: 1:14)

**Install Chassis**
Learn how to install a Controlled Substance Dispenser chassis into an Omnicell cabinet. (Duration: 4:46)

**Install Dispenser Rails**
Learn how to install and remove dispenser rails from a Controlled Substance Dispenser chassis. (Duration: 2:08)

**Dispensers and Cassettes**
Learn about various types of dispensers and cassettes in the Controlled Substance Dispenser. (Duration: 1:56)

**Load Dispensers onto Rails**
Learn how to load dispensers onto Controlled Substance Dispenser rails. (Duration: 1:38)

**Load Cassettes into Dispensers**
Learn how to properly load various types of cassettes into their corresponding dispensers. (Duration: 1:37)

**Restock Controlled Substance Dispenser**
Learn about restock procedures for the Controlled Substance Dispenser. (Duration: 1:13)

**Maintenance**
Learn how to clean Controlled Substance Dispenser cassettes and dispensers. (Duration: 0:47)

**Load Syringes into Cassettes**
Learn how to properly load syringes into the syringe cassette. (Duration: 1:27)

**Load Oral Solids into Cassettes**
Learn how to load oral solids into the oral solid cassette. (Duration: 2:26)

**Load Vials into Cassettes**
Learn how to load vials into the vial cassette. (Duration: 2:12)

**Controlled Substance Dispenser Nursing Workflow**
Learn how to dispense a medication from the Controlled Substance Dispenser. (Duration: 0:40)