If you visited the Omnicell booth at the ASHP Midyear meeting in December, you probably saw and heard a lot about the Autonomous Pharmacy. What is it all about, and what does it mean to your health system? It essentially is our vision for the future of digital medication management, but a vision that we’re already building toward today.

**Incremental Change Is No Longer Enough**

We believe healthcare is at a crossroads today and radical change in medication management is needed. Medication costs are rising at alarming rates, the opioid crisis is putting further scrutiny on controlled substance use and controls, and medication nonadherence is taking a toll on healthcare costs and patient outcomes.

Meanwhile, nursing and pharmacy staff are often stuck performing repetitive administrative tasks that keep them away from patient care. According to an ASHP national survey in 2015, pharmacy directors estimated that only 24% of pharmacists’ time is spent on clinical activities.1 To combat these challenges, Omnicell envisions an Autonomous Pharmacy in which manual, error-prone activities are replaced by efficient, automated processes—ideally with 100% precision. A more fully automated pharmacy would mean lower costs and increased safety. Pharmacists could move to the center of patient care and practice at the top of their license.

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What Is the Autonomous Pharmacy?

Continued

Autonomous Pharmacy Roadmap Is Underway
As you may have seen in our ASHP booth, we are already delivering on our Autonomous Pharmacy roadmap with a combination of advanced automation, data intelligence, and service solutions. Recently launched products such as our robotic XR2 Automated Central Pharmacy System are helping customers replace manual steps with automated workflows.

However, automation alone is not enough. We are harnessing the data from automated systems to deliver intelligent insights. For example, with Omnicell Performance Center™ our expert analysts use predictive intelligence to help health systems optimize the medication supply chain, navigate drug shortages, and address other challenges.

Rising Higher Through the Cloud
We plan to build out our vision of the Autonomous Pharmacy on cloud infrastructure, which enables more nimble innovation and greater digital connectivity across our systems. That means you can spend less time managing disparate systems and more time focusing on what’s most important—the patient.

We are focusing our comprehensive medication management portfolio on three key areas:

Automation - Solutions designed to digitize and streamline workflows.

Intelligence - Actionable insights to better understand medication usage and improve pharmacy supply chain management.

Work - Expert services that serve as an extension of pharmacy operations to support improved efficiency, regulatory compliance, and patient outcomes.

For more perspective, watch this video in which Omnicell President and CEO Randall Lipps and Executive Vice President and CCO Scott Seidelmann discuss the Autonomous Pharmacy.

Benefits our customers are realizing today include:

- Near 0% dispensing errors with the XR2 Automated Central Pharmacy System.
- 2% to 3% reduction in inventory spend with Omnicell Performance Center.
- 66% reduction in outsourcing costs² while increasing safety through our IV compounding automation, workflow management, and service offerings.
- 90% medication adherence rates with SureMed® by Omnicell® Multimed Adherence Packaging.

2 Insourcing IV compounding can provide up to a 66% reduction in costs, based on ROI modeling.
For customers who have Omnicell® XT Automated Dispensing Cabinets, the Operational Insights functionality of Performance Center™ now includes an XT optimization service. This service provides recommendations to help you right-size medication inventory and reduce expired medications in the cabinets.

XT optimization includes a workflow application that enables you to review, select, and implement inventory optimization opportunities with a few simple clicks.

Here’s how XT optimization works:

Performance Center:
- Performance Center’s cloud-based predictive intelligence platform identifies opportunities for inventory reduction and soon-to-expire medications from across the health system, and can recommend other areas to shift medication to.
- Performance Center Strategists apply their domain knowledge of pharmacy and your institution to assign opportunities that meet your unique needs.

Pharmacy Administrator:
- The Pharmacy Administrator reviews the curated opportunities and determines which ones to move forward with.

Automated Dispensing Cabinet:
- If a par level change opportunity is accepted, the min and max settings are automatically applied to the XT cabinet. Removing manual steps through functions like this is one small example of how Omnicell is building on our vision of the Autonomous Pharmacy.
- If a soon-to-expire medication opportunity is accepted, the location to move that medication to is identified, such as a different XT cabinet within the health system or hospital.

Pharmacy Technician:
- Any excess or expired inventory that needs to be removed from the XT cabinets is noted in the system so the technician can complete the work.

### Performance Center Creates a Better Way to Optimize Your XT Cabinets

Customers using the XT optimization workflow software have stated that it makes it easy and efficient to implement and track the status of the opportunities. And the opportunities themselves are yielding significant savings for our Performance Center customers. An academic medical center in the Midwest has realized over $230,000 in savings in the first few months of using the application, primarily through inventory reduction.

### About Performance Center

Omnicell Performance Center is a combination of expert services and real-time software designed to improve pharmacy operations. With Performance Center, a dedicated team of data analysts leverage a cloud-based predictive intelligence platform to identify specific opportunities for change.

Some areas that can be targeted include:
- Reducing inventory spend
- More effective management of shortages
- Improving compliance, including 340B and DSCSA
- Analysis of medication use versus cost and outcomes
- More robust drug diversion monitoring

**IN THE FIRST FEW MONTHS OF UTILIZING THE PERFORMANCE CENTER’S XT OPTIMIZATION SERVICE**

**ONE CUSTOMER HAS REALIZED MORE THAN $230,000 IN SAVINGS**
Are You Prepared for Joint Commission Scrutiny on Cabinet Overrides?

Several situations may prompt overrides, which are medications issued from an automated dispensing cabinet without a profiled order:

- Issuing a medication for an emergent medical condition before the order can be reviewed and verified by pharmacy
- A network failure that prevents verified orders from pharmacy reaching the cabinet
- The OR or procedural area where physicians’ orders are not reviewed and verified by pharmacy
- A non-24-hour pharmacy where pharmacy orders are not reviewed and verified during the overnight shift

Because overrides allow medications to be issued to patients without an order being profiled, the Joint Commission requires a reconciliation policy and procedure to be in place. In January 2018, the override assessment process became an official performance element in the Joint Commission’s medication management (MM) standards. Surveyors are particularly scrutinizing overrides in cabinets that are not profiled.

Override Flexibility in Omnicell System

The Omnicell® Automated Dispensing Cabinet (including AcuDose-Rx® cabinets) can be set up in different ways to enable access to emergent medications prior to the pharmacist review.

Configuration by Item – Individual medications in each cabinet are designated for override, providing maximum flexibility; items eligible for override can be selected based on the clinical area. It’s best to limit override medications to only those needed for emergent situations.

Configuration by Select Users – Only designated clinicians are permitted to perform overrides in order to limit their use. These users may be given permission to override conditionally or always.

Critical Override – Enables overrides by any user in a critical situation. It can be enabled when the Pharmacy Information System is not available to send medication order information.

Enable/Disable Automatic Critical Override – Automatically activates Critical Override after the cabinet loses connection with OmniCenter for a predetermined length of time, and can be set to automatically disable after the connection is restored. (Available with OmniCenter 23.0 and above)

Omnicell customers can learn more about these options at myomnicell.com.

Is Diversion Occurring?

Each time a medication is removed from the cabinet via the override function, it is recorded and the information is available through the Medication Order Override report in the OmniCenter® server as well as through Omnicell Analytics and Pandora™ Analytics—two tools for monitoring potential drug diversion activity. Omnicell Analytics flags override behavior on transaction-level reports.

Reviewing overrides can help identify potential drug diversion activity, and the reports should be looked at daily. Look for:

- Multiple override orders for a narcotic without a corresponding physician’s order
- Narcotics removed via override even when that same order is profiled (which can also indicate a nurse needs further training on the cabinet)
Omnicell Fellowship Program Provides Opportunities for PharmD Graduates

Do you know someone who would make a good fellow? Omnicell, in partnership with Campbell University’s College of Pharmacy and Health Sciences near Raleigh, North Carolina, launched a new Population Health Fellowship program in 2018.

The fellow will develop knowledge and skills in population health management and the healthcare industry as they relate to Omnicell’s business growth. The fellow will spend the majority of time contributing to projects at Omnicell in healthcare innovation, research, population health solutions, and automation. Sample activities may include:

- Development and maintenance of clinical content for population health and MTM programs
- Practice-based research in collaboration with academic partners
- Thought leadership opportunities (e.g. authoring or co-authoring journal articles, white papers)
- Participation in quality measure development
- Assistance with data analytics, predictive modeling, artificial intelligence, and machine learning

The fellow can also participate in an optional teaching development series at Campbell University that involves precepting Doctor of Pharmacy students.

Omnicell currently offers one fellowship position each year, which includes a competitive salary and benefits as well as reimbursement for travel and professional organizations.

A second hospital-based fellowship, developed in collaboration with one of our health system partners, is planned to begin July 1, 2020.

Qualifications

Fellows must hold a PharmD degree from an ACPE-accredited college or school of pharmacy and be licensed/eligible for pharmacy licensure. The fellowship begins on July 1 and ends June 30 of the following year. The hiring process for our 2019 fellow this year is well underway, with a large pool of highly qualified candidates.

Fellowship candidates are highly motivated individuals with:

- Strong work ethic and ability to manage multiple projects simultaneously
- Excellent writing and public speaking skills
- Ability to work independently and collaborate in teams

Application Process

In addition to submitting an online application, interested candidates must provide pharmacy school transcripts, letter of intent, writing sample, and letters of recommendation to Fellowship Program Director: Rebecca W. Chater, RPh, MPH, FAPhA, Rebecca.Chater@omnicell.com.
Omnicell has been consistently recognized as the top vendor in this category by KLAS, an independent healthcare research firm, which uses ratings from thousands of healthcare professionals to determine the top-performing vendors.

Omnicell also received Category Leader distinction across all pharmacy automation segments, including IV Robots, Medication Carousels, and Pharmacy Robots (Oral Solid).

“We are proud to once again receive these top honors from KLAS, as leading-edge automation is the cornerstone of our Autonomous Pharmacy vision,” said Randall Lipps, Founder, Chairman, President, and CEO of Omnicell.

Omnicell has earned top honors in the 2019 Best in KLAS: Software & Services report, receiving the prestigious Best in KLAS Automated Dispensing Cabinets designation for the 13th consecutive year.

Omnicell executives received the KLAS award at the HIMSS19 conference in Orlando, Florida.

Events

Omnicell participates in many conferences throughout the year. Some key events are listed below. We hope you can join us at an upcoming event!

Webinar
Scottsdale Institute Webinar: Understanding Cost and Efficacy of New Medication Therapies
March 28 at 1:00–2:00 EST

Presented by Deborah Pasko, PharmD, MHA, Director of Performance Center Optimization & Services, Omnicell. As inpatient drug spend continues to outpace payer reimbursement, health systems need to have better insight into the impact of medication usage on the total cost of care. Deb discusses and reviews ways to understand the impact of medication use on patient outcomes. Members can register here.

Acute Care Events
European Association of Hospital Pharmacists (EAHP) Congress
March 27–29, 2019 | Barcelona, Spain

American Organization of Nurse Executives (AONE) Annual Conference
April 10–13, 2019 | San Diego, CA

Non-Acute Care Events
Showcase360° McKesson Canada
April 11–14, 2019 | Toronto, Ontario

National Association of Chain Drug Stores (NACDS) Annual Meeting
April 27–30 | Palm Beach, FL

Comprehensive Pharmacy Services (CPS) Annual Meeting & Vendor Expo
May 16, 2019 | Indianapolis, IN
Training

Omnicell offers a variety of practical, interactive training opportunities—virtual, online, and classroom—to help you derive the maximum benefits from your Omnicell systems. A comprehensive list of training resources is available on myomnicell.com, our customer portal.

Following is a list of new or updated courses.

New Virtual Training Class

**OC110 OC Web – Managing Users**

**Audience:** Omnicell System Administrators and/or users responsible for managing users from OC Web (OmniCenter® Enterprise Platform)

**Duration:** 120 minutes

**Description:** In this course you will obtain the skills needed to create and manage users from OC Web. This course covers configuring user roles and how to assign those roles to users. It also covers OC Web reporting capabilities and best practices for managing users.

E-learning Courses

**23.0 Central Pharmacy Manager User Training**

**Audience:** Pharmacy Technicians, Pharmacists

**Description:** In this 35-minute course you will learn Central Pharmacy Manager (CPM) processes, including how to place and receive orders electronically; how to pick, stock, prepack, and transfer items; and how to monitor expiration dates and cycle count inventory. This course also covers loading and verifying a packager canister, and how to verify pick transactions.

**Connect Rx 10.0 – XR2 Automated Central Pharmacy System User Training**

**Audience:** Pharmacy Technicians, Pharmacists

**Description:** In this 37-minute video series, you will learn XR2 filling, inventory management, and medication assignment processes. You will learn to fill first dose, cartfill, batch cabinet, and on-demand orders, as well as how to return, restock, and purge unknown medications from inventory. You will also learn how to assign medications to the XR2 robot.

**23.0 SupplyX Inventory Management System User Training**

**Audience:** Materials Managers, Supply Technicians

**Description:** In this 30-minute course you will learn how to manage supply inventory with Omnicell’s SupplyX Inventory Management System software. This course will cover logging on to SupplyX; using the SupplyX Dashboard; adding and modifying items; and managing stores, areas, cost centers, and patients. You will also learn how to add and modify kits, manage restock routes, and view and save reports.

Classroom Training Update

Starting in January 2019, classroom-based product training offered by our Education & Training Services team is now being held exclusively in our Cranberry Woods facility near Pittsburgh, Pennsylvania. This state-of-the-art training facility was renovated last year, and numerous customer and employee training events have been hosted there.

In addition to classroom training, Education & Training Services continues to offer on-site customer training options, a full library of online content, and a catalog of virtual training sessions.