An Omnicell customer for over 20 years, Texas Children’s Hospital was eager to upgrade to the XT Automated Dispensing Cabinets to meet its growing needs for more accountability, efficiency, and safety in medication management. But with nearly 200 cabinets across three campuses, it needed a streamlined way to make the conversion—without interrupting patient care.

**Focusing on Minimal Downtime**

For Gee Mathen, Assistant Director of Pharmacy for Texas Children’s Hospital, the thought of upgrading that many G4 cabinets to Omnicell’s XT series was exciting—but also nerve-wracking.

The hospital worked side by side with Omnicell to create an efficient conversion process that minimized downtime and allowed staff to seamlessly maintain patient care.

“We were switching out a living, breathing unit; we couldn’t afford to have a lot of downtime,” Mathen explained. “But because of the way Omnicell had prepared for the conversion, it worked out beautifully.”
Honoring the Swap Out Process—Texas Children’s Installs Nearly 200 XT Cabinets

Continued

**Getting Ready**

Preparation focused on three key areas:

1. Texas Children’s and Omnicell teams assessed the impacted areas and any space limitations.

2. Gaining leadership support was key. The hospital communicated extensively with senior leaders, nursing, pharmacists, Information Services, electronic health records staff, and other stakeholders.

3. The teams conducted testing and troubleshooting, created schematics of each drawer’s contents (accounting for differences between G4 and XT bin sizes), and preconfigured the new XT cabinet—assigning bins and shelves and labeling and barcoding non-controlled medications.

**Securing Controlled Substances**

Some of the XT cabinets installed include the Controlled Substance Dispenser. This automated solution stores medications in a secured area in the cabinet and dispenses each dose into a special drawer where nurses can easily access it. It eliminates the need for nursing countbacks and provides greater security for controlled substances.

**Going Live**

Texas Children’s began the conversion at one of its smaller satellite campuses. The first cabinet swap took just 30 minutes; the team has since shrunk that time to 20 minutes. The technical “transplant” involves five simple steps:

1. Roll up the new XT cabinet.

2. Destock the G4 cabinet and remove it from the server.

3. Bring the XT cabinet online.

4. Use inventory from the offline G4 cabinet to stock the XT cabinet.

5. Install the FlexLock Refrigerator Lock and Temperature Monitor, external return bins, and pull-out drawers for supplies.

The team meticulously timed every task in the planning and go-live process. This helped the hospital allocate the right resources and create on-time rollout schedules.

The XT cabinets are getting rave reviews from nurses. “It’s been fantastic,” Mathen said. “Everybody else was asking, ‘When do we get ours?’ It’s been positive across the board.”
For years, Omnicell Automated Medication Dispensing Cabinets have had direct integration with key EHR systems—Epic and Cerner. Our interoperability solutions create greater efficiency by removing redundant steps from nursing and pharmacy workflow.

**Now we’ve introduced integration between the Omnicell XT Anesthesia Workstation™ and Epic Anesthesia module.**

With this integration, when a medication is removed and scanned from **XT Anesthesia Workstation** it is autopopulated in the Epic Anesthesia chart in real time.

- For anesthesia providers, this eliminates the need to separately identify the item within the Epic Anesthesia application—they simply scan the item once and the item is entered in both systems.
- For pharmacists, it means the NDC item data will also be sent to Epic for more accurate billing.

Scanning the item in XT Anesthesia Workstation provides another benefit: A color label can be printed automatically (with optional integrated printer) to decrease the risk of medication errors from unlabeled syringes.

**Minimum Requirements for Integration**

- Epic EHR November 2018 Release
- Omnicell software 21.0 or above
- 2019 version of the Omnicell RXC interface (HL7)

This workflow enhancement is a first step, and Omnicell plans further integration between the two systems in the future. To learn more about this new functionality, please contact your Omnicell representative.
New Multitenancy Option for OmniCenter-based Systems

Ideal for Multisite Health Systems
Installing an automated dispensing system in a single hospital is pretty straightforward. Typically a single server (OmniCenter®) with a single database connects to most Omnicell devices in the hospital. The OmniCenter allows the pharmacy to manage these devices and view medication transactions from them.

But what if you’re a more complex health system with multiple hospitals, each with its own pharmacy operations?
Previously, you could have a single server and database serve the multiple locations where Omnicell devices are installed, but the medication data would be combined and not segmented by site. Now there’s a new choice.

Default Multisite Architecture
Each hospital can see all the data.

New Multitenancy Option
Omicell has introduced a Multitenancy option that allows a single database to segment data by site. For example, Hospital 1 will not see Hospital 2’s data—only its own. However, system-level pharmacy staff have the ability to see all the data across all sites.
Multitenancy architecture is available to new and existing Omnicell customers for a monthly subscription fee. To learn more, contact your Omnicell representative.

Multitenancy Architecture
Each hospital can only see its data. Select individuals can see all the data.
Omnicell Updates for Government Customers

Omnicell has been on contract with the GSA for well over two decades. We have extensive experience working with the federal government and a solid understanding of how GSA contracts work, assuring a smooth purchasing process for government organizations.

Below are some updates relevant for U.S. Government accounts.

**DoD RMF Certification**

In February 2019, Omnicell received Risk Management Framework (RMF) approval from the Defense Health Agency (DHA) for our automated medication and supply dispensing systems on the Unity platform (OmniCenter® server). Products covered include XT Automated Dispensing Cabinets, Controlled Substance Manager, Central Pharmacy Manager, and Omnicell Analytics, among others. The RMF certification allows the Omnicell® systems to be used at Department of Defense (DoD) military treatment facilities across Army, Navy, and Air Force.

You can now be assured that these products meet the highest cybersecurity standards as defined by the RMF. These systems also run on Windows® 10, further assuring a high degree of security.

**FSS Renewal**

Omnicell has been on the Federal Supply Schedule (FSS) for many years, and our FSS contract was recently renewed through February 2023.

Omnicell FSS# V797D-30111
Aesynt2 FSS# V797P-4383B

The FSS is applicable across the Omnicell portfolio:

- Automated Medication and Supply Dispensing
- Central Pharmacy Automation
- IV Compounding Solutions
- Performance Software and Services
- Drug Diversion Analytics
- Medication Adherence Solutions

**BPA Status**

Omnicell has a number of Blanket Purchase Agreements (BPAs) across the VHA and federal healthcare sector, including with VISN 1, 5, 17, 19, 20, 22, 23, and the National Institutes for Health (NIH). BPAs help streamline the contracting process, reduce procurement timelines, and include additional benefits and/or discounts for the VISN (Veterans Integrated Service Network).

Please reach out to us to learn about benefits included in your VISN’s BPA or for help in creating a BPA for Omnicell products if your VISN does not have one.

**Government Account Contacts**

To learn more, please contact our government account representatives:

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Streamline Service Requests with New OC-Care App Features

Last year we introduced the OC-Care mobile app to make it easier for you to initiate or follow up on service requests and track parts deliveries.¹ The latest update of the app includes two new features to enhance user experience.

Create Service Requests Via QR Code
For Omnicell® Automated Dispensing Cabinets running software version 23.0 or above and Central Pharmacy Manager running 23.5 and above, you can now scan the QR code that appears on the About screen to start a service request.

The QR code contains the product’s basic hardware and software information such as serial number and software version. When scanned from the OC-Care app, this information will automatically be filled in on the service request form.

This feature saves you from keying in required information and provides Omnicell with additional data that maybe helpful in resolving your service issue.

Attach Photo/Video to Service Request
Often a picture or video describes a service issue better than words can. You can now submit a photo or video with your service request via OC-Care. Let the picture/video “tell a thousand words”!

Try OC-Care Today
• Download the OC-Care app from the Apple App or Google Play store.
• Register with your name, email, healthcare facility name, and Omnicell Customer Service Number (CSN).
• Create a password (minimum 8 characters and 1 number).

¹ OC-Care is for customers who have new and legacy Omnicell equipment. Legacy Aesynt equipment will be included in a future release.
Medication Adherence Solutions Showcased at Our St. Petersburg, Florida Site

On May 1, Omnicell celebrated the opening of a new Center of Excellence in our St. Petersburg, Florida location where we showcase our industry-leading medication adherence solutions comprising robotics, software, and packaging.

“Investment in new technologies and new products is an important source of economic growth for our region,” said Council Member Brandi Gabbard, who attended the ceremony.

New Executive Briefing Center
The facility has been completely remodeled to include an Executive Briefing Center that features pharmacy automation and software for medication adherence packaging and patient engagement.

The Executive Briefing Center offers a collaborative environment where individuals from health systems, long-term care, and retail/community pharmacies can learn about the newest strategies and technologies to solve patient medication challenges. They can also see firsthand where Omnicell produces more than one million single dose and multiple medication blister cards a day for pharmacies servicing skilled nursing facilities and retail patients with complex medication regimes.

Solving Medication Nonadherence
Our SureMed® by Omnicell® Multimed Blister Cards clearly mark what medications to take at what time. The adherence packaging eases the burden of the patient or caregiver having to sort multiple medications and provides confidence that medications have been taken correctly.

Omnicell also provides software and robotic pharmacy automation to help fill these cards, so pharmacists have more time to work directly with patients. Enabling pharmacists to work at the top of their license is a cornerstone of our vision for autonomous pharmacy.
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.

### Classroom Training

**Central Pharmacy Manager System Administrator Instructor-Led Class**

We have recently updated our Central Pharmacy Manager System Administrator course to a 4-day session. This workshop focuses on daily operations, administrative tasks, system setup, reporting, and best practices for customers utilizing the Central Pharmacy Manager application for carousel and remote storage items.

### E-Learning Courses and Videos

**23.5 Point of Use Release Overview Training**

In this recording, participants will learn about the new features and enhancements to the Point of Use product line in the Omnicell 23.5 software release.

**23.5 OmniCenter Release Overview Training**

In this recording, participants will learn about the new features and enhancements to the OmniCenter application in the Omnicell 23.5 software release.

**Anesthesia Workstation Training**

In this e-learning course, participants will learn how to log on to the Anesthesia Workstation, remove medications, return medications, and waste medications.

### Virtual Training Program

**OCA001 Omnicell Analytics for Pharmacy**

This updated virtual training class is intended for Pharmacy. Participants will learn to read and understand user scores calculated through abnormal user activity in pharmacy, nursing, and anesthesia, and investigate unique patterns indicating potential diversion in Pharmacy.

**OCA002 Omnicell Analytics for Nursing**

This updated virtual training class is intended for Nursing Administration. Participants will learn to interpret and understand user scores calculated through abnormal user activity in the nursing units, and review unique dispensing patterns indicating potential diversion.

### Upcoming Events

- **RBC Cardinal Health**
  July 17–20, 2019  |  Nashville, TN

- **ThoughtSpot 2019**
  July 24–27, 2019  |  Las Vegas, NV

- **National Association of Chain Drug Stores (NACDS) Total Store Expo**
  August 24–26, 2019  |  Boston, MA

- **Epic Users Group Meeting**
  August 26–29, 2019  |  Verona, WI