



# North Kansas City Hospital Leverages Inventory Analytics to Enhance Patient Care

## Customer Profile

North Kansas City Hospital (NKCH) is a 451-bed acute care facility with 550 physicians, representing 49 medical specialties.

## The Challenge

Historically, pharmacy inventory management has been composed of a series of manual, time-consuming processes that include running and compiling multiple reports. This compiled data is then used to make critical medication management decisions including where medications are stored, restock routes and frequency, par levels, and more.

Breakdowns or delays in these medication management processes can result in stockouts, missing medications, or insufficient par levels that lead to delays in drug administration and ultimately impact patient care. Additionally, inefficiencies in pharmacy workflows can lead to frustrated nursing staff and an overall decrease in nursing satisfaction.

At NKCH, the staff noticed that their current workflows were creating operational inefficiencies and avoidable delays in medication administration. The pharmacy team realized they needed to leverage advanced analytics to enhance their medication management decisions and processes and ensure minimal impacts to patient care.

## The Solution

NKCH turned to Omnicell, their strategic partner for medication management, to implement a cloud-based analytics platform that would assist with optimizing pharmacy workflows. The existing Omnicell automation platform, including the company's Automated Dispensing Cabinets, XT Anesthesia Workstation and pharmacy carousels provided the item-level visibility necessary to make informed decisions.



### North Kansas City Hospital North Kansas City, Missouri

#### Challenge

- Inventory management traditionally requires manual, time-consuming processes
- Operational inefficiency leads to delays in medication administration
- Nursing satisfaction was adversely affected by increases in stockouts and medication requests

#### Solution

- ADCs, XT Anesthesia Workstation and pharmacy carousel provided item-level detail
- Omnicell's Inventory Optimization Service provided advanced inventory analytics and clinical expertise

#### Impact

- Improved time to administration for ~21,000 doses
- Eliminated ~1,200 medication requests
- Stockouts decreased by ~10%
- Improved nursing satisfaction & pharmacy morale

To help address their needs, the NKCH team selected Omnicell's Inventory Optimization Service. The solution provided real-time, cloud-based analytics the pharmacy team needed to enhance inventory management decisions. The NKCH team evaluated their existing workflows and created new processes to boost pharmacy technician efficiency and inclusivity.

In addition, the dedicated clinical strategist included with the service curated opportunities to right-size pharmacy inventory and provided suggestions to minimize stockouts, medication requests, and more. Ultimately, the pharmacy team partnered with nursing staff to ensure that medications were accessible to nurses at the appropriate locations and times for patient administration. The result was an increase in nursing satisfaction.

## The Impact

The pharmacy leaders noticed the benefits of Inventory Optimization Service almost immediately. Leveraging real-time data analytics over a four-month period, they were able to achieve the following:

- Eliminated ~1,200 medication requests
- Increased nursing satisfaction by 7%
- Reduced stockouts by ~10%

Utilizing advanced analytics and coordinating their new workflow process with nursing, NKCH was able to increase the number of medications administered within 60 minutes by ~21,000 doses.

By automating inventory management, Inventory Optimization Service helped NKCH advance in their journey toward the Autonomous Pharmacy, an industry-wide vision for the future of medication management, aiming to substitute manual, error-prone procedures with automated processes that prioritize safety and efficiency.

## Improved Nursing & Pharmacy Morale

Ensuring that medications are available at the right place and the right time allows nurses to spend less time searching for medications and coordinating with pharmacy, and more time caring for patients. In addition, pharmacy staff satisfaction improved due to the associated decrease in medication requests and stockouts, etc. The pharmacy team at NKCH reported a 76% satisfaction rate with the enhanced medication management workflows.

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“ Our inpatient pharmacy used to receive an average of 35 medication requests per day from the care floor. With Omnicell Inventory Optimization Service, we've reduced these requests to under 7 per day by adjusting our workflow to ensure commonly requested medications are already available upstairs”

■ Adam Richter,  
Clinical Pharmacist

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