CASE STUDY

Omnicell

TidalHealth

TidalHealth Realizes Savings, Efficiency Gains with IV Compounding Service

Customer Profile

TidalHealth Peninsula Regional is a 266-bed, non-profit hospital located on Maryland's Eastern Shore. It provides a multitude of specialties serving nearly 500,000 patients annually.

The Challenge

Over time, pharmacy leaders relied on 503B vendors to provide the majority of its premixed compounded sterile products (CSP). As product shortages, supplier allocations, and pricing fluctuations became more acute, this supply chain instability increased pressure on pharmacy staff and budget.

To introduce greater CSP supply and cost certainty, pharmacy leaders turned to in-house production with IV automation. However, as assigned pharmacy technicians were diverted to other priorities, the insourcing CSP program fell short of expectations. Issues included underutilized technology, inefficient processes, constrained ability to use beyond-use dating (BUD), and a limited ability to produce multiple types of CSPs.

The Solution

TidalHealth reexamined its CSP program goals. After a detailed needs assessment and cost-benefit analysis, they invested in Omnicell's IV Compounding Service and a second i.v.STATION™ Non-hazardous Compounding Robot. The IV Compounding Service includes the technology, the tools, and a fully dedicated, Omnicell-certified, on-site resource to:

- Operate and optimize IV robotic technology
- Use data analysis to recommend CSP production and maximize savings
- Apply best practices in order to meet specific program goals

TidalHealth Peninsula Regional
Salisbury, Maryland

Challenge

- Technician labor issues
- Lack of expertise
- Underutilized IV robots
- Constrained BUD program

Solution

- IV Compounding Service
- i.v.STATION Compounding Robot

Impact

- Increased CSP production 270%
- Increased type of IV products made 125%
- Saved $66,000 per quarter
- Increased patient safety
- Produced both IV bags and syringes

The Impact

Within weeks, TidalHealth pharmacy leaders recognized significant improvements. A single technician operates both IV robots simultaneously at high levels and incorporates best practices from Omnicell's network of expert operators. After several months, the results included:

- Increased average monthly CSP production 270% (from 1,000 to 3,700)
- Increased the medication protocols produced 125% (from 4 to 9)
- Generated average net quarterly 503B savings of $66,000
- Decreased reliance on 503B vendors
- Enhanced patient safety by reducing human touches

"The analytics that come with the IV Compounding Service helps us to benchmark against ourselves and against our peers, which is really helpful in driving additional efficiencies and cost savings."

Rachel Cordrey
Pharmacy Supervisor

Implementation Process Minimized Disruption

TidalHealth's upgrade in people, processes, and technology led to additional savings based on:

- A new quarantine process following best practices to enable a more robust BUD program
- The BUD program extends shelf life up to 90 days for multiple products, resulting in reduced waste
- Analytics to select the drugs to compound that would produce the greatest return on investment

Involving stakeholder groups in making key decisions was instrumental to success. Additional efficiency improvements enabled by the IV Compounding Service include:

- Driving a much higher degree of throughput from the robots by introducing the production of both IV bags and syringes
- Using analytics to project anticipated CSP output demand in advance, thereby saving time and expense by ensuring the medications and materials needed are on hand
- Separating the storage of IV robot compounding medications and materials to avoid disturbing non-robotic IV workflows or other pharmacy operations

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