



Inventory Optimization Transforms TidalHealth's Pharmacy Operations

Customer Profile

TidalHealth Peninsula Regional is a 282-bed, level 3 trauma center located on Maryland's Eastern Shore. The non-profit hospital provides a multitude of specialties, serving 500,000 patients annually.

The Challenge

TidalHealth faced numerous inventory management challenges that had a negative impact on the operational efficiency of its pharmacy. For example, two to three full-time employees were required for data analysis, which was a time-consuming process of manually selecting and running reports. The data collected also wasn't comprehensive as inventory visibility into the hospital's Automated Dispensing Cabinets was limited, compromising the process of modifying par levels and restocking. This often led to medication overstocks and stockouts. When an unexpected stockout occurred, nurses had to submit medication requests to the central pharmacy, which delayed patient care.

The Solution

Pharmacy leadership sought an inventory management solution to replace manual processes and consolidate data from multiple Omnicell devices into a centralized platform. TidalHealth decided to add Omnicell's Inventory Optimization Service to its existing capital equipment investment to gain utilization tracking and predictive analytics for all cabinet inventory, reducing manual labor and streamlining data management and decision making.

The service also included a dedicated Omnicell clinical strategist that provided expertise and targeted inventory recommendations. This strategist partnered with TidalHealth's pharmacy staff to review and validate the data provided by the software and strategize and execute inventory optimization opportunities.



TidalHealth Peninsula Regional Salisbury, Maryland

Challenge

- Manual processes
- Lack of medication visibility
- Stockouts and overstocks
- Delays in patient care

Solution

- Omnicell's Inventory Optimization Service

Impact

- 90% medication visibility
- 38% decrease in restocks
- 65% decrease in stockouts
- 88% ADC dispense rate

The Impact

TidalHealth has realized several benefits since implementing Omnicell's Inventory Optimization Service including:

Enhanced Medication Visibility: TidalHealth now has complete visibility to more than 90% of its medication inventory. Pharmacy staff can access near real-time Average Daily Usage (ADU) data for any drug using the software which helps expedite decision making. Using this feature, the hospital was able to reduce late antibiotic administrations by 52% by adjusting inventory levels and optimizing cabinet space.

Reduced Manual Labor: TidalHealth's pharmacy staff is no longer burdened with the time-consuming task of manually selecting and running reports. The solution provides near-real-time inventory data via easy-to-digest dashboards that enable the quick review of medication lists, potential stockouts, and more. This capability helps staff quickly identify potential inventory issues and take prompt corrective action.

Restock Reduction: Stockout notifications track cabinet-specific batches for timely replenishment and proactive reordering, reducing the labor needed to address calls, redispensing, verification, and delivery. This has resulted in a 38% decrease in restocks and has reduced labor demands by 10-15 minutes per occurrence, leading to measurable FTE savings.

Increased ADC Dispense Rate: Enhanced inventory visibility helped TidalHealth increase its ADC dispense rate from 75% to 88%, which optimizes inventory placement, adjusts pocket sizes, frees up critical item storage space, and ensures patients have timely access to medications.

The insights provided by Omnicell's Inventory Optimization Service software combined with the expert services provided by the clinical strategist enabled TidalHealth to take the appropriate actions to achieve desired outcomes.

"Having Omnicell's Inventory Optimization Service in our toolbox has helped us increase efficiency, reduce costs and improve the morale of our pharmacy staff."

Kevin Johnson,
Director of Pharmacy

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