

Executive Summary

Kaiser Permanente Colorado Region Pharmacy Department: Innovative Leader in Pharmacy Practice

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Objective: To describe innovative programs within the Kaiser Permanente Pharmacy Department in the Colorado Region.

Results: In conjunction with other innovative programs, the use of technology by Kaiser's Pharmacy Automated Refill Center and the implementation of ScriptPro in the medical office pharmacies decrease dispensing demands by processing large volumes of prescriptions.

The use of automation has been essential to process the medical office pharmacies' prescription volumes. The largest of these pharmacies are equipped with ScriptPro automated dispensing technology. Using both PARC and ScriptPro, 70% of all prescriptions can be prepared through automation.

In addition to improving efficiency, the use of automation also gives staff pharmacists more time to focus on patient care. As a further result of automation implementation, pharmacists have been able to take on additional responsibilities such as developing other innovative programs within the medical office pharmacies (renal screening and critical drug interaction programs).

Patient Satisfaction

Patient satisfaction with service provided by the medical office pharmacies is measured quarterly through mailed surveys. Results indicate that more than 93% of patients surveyed are satisfied with the service they receive in the medical office pharmacies.