

Executive Summary

EVALUATION OF THE SCRIPTPRO AUTOMATED PRESCRIPTION DISPENSING SYSTEM AND ITS ABILITY TO CREATE A MORE FOCUSED PATIENT CARE SYSTEM.

BY

Owen H. Neff, Jr., R.Ph., MBA
Director of Pharmacy
Kaiser-Permanente-Kansas City Region

Amy B. Kauffman
Pharm.D. Candidate
University of Missouri-Kansas City

March 1999

Objective(s):

As pharmacy enters the next millennium, the demand for pharmaceutical care no longer will be an option for patients, but a reality. This transition can be achieved only through the ability of pharmacists to shift their daily duties from the dispensing role to that of a more focused patient care approach.

The purpose of this study was to ascertain if the ScriptPro automated dispensing system gives pharmacists the ability to:

1. Focus more of their time on patient care services.
2. Increase patient counseling.
3. Improve overall patient satisfaction.

Design:

A prospective study that began with a time motion measurement study before the installation of the ScriptPro system by an objective outside source. Next, the ScriptPro automated dispensing system was integrated into the workflow and two additional time studies were completed. In concurrence, a customer satisfaction survey was completed. A follow-up customer satisfaction survey was repeated one year later. The study was conducted over a 17-month time span.

Patients/Participants:

The 157 patients who were enrolled in the study were patients at a community outpatient pharmacy.

Setting:

University of Kansas Outpatient Pharmacy, Kansas City, KS.

Results:

The following results were obtained:

1. Patients are interested in more individualization of pharmaceutical services provided.
2. Overall patient satisfaction has increased.
3. An increase in patient counseling time is available.

Conclusions:

This data verifies that the integration of the ScriptPro automated dispensing system into the outpatient pharmacy has increased the number and type of patient services available and also the overall level of patient satisfaction. The ScriptPro system also has allowed pharmacists to allocate the time required to offer essential, educational information to their patients and become ambassadors of pharmaceutical care. The concept will catapult them into the next millennium.