

Executive Summary

STUDY OF THE SCRIPTPRO AUTOMATED PRESCRIPTION DISPENSING SYSTEM IN THE KAISER PERMANENTE PHARMACY IN LARGO, MD.

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The study was conducted by the Center for Pharmacy Operations Design, School of Pharmacy, Auburn University, Alabama. The study followed up on a study done a year earlier. One of the effects measured was accuracy in dispensing.

Data were collected by direct observation of the dispensing process and by stopwatch time study during comparable three-day periods.

Dispensing Errors

A total of 984 prescriptions were inspected: 733 filled manually and 251 filled via ScriptPro. A comparison of the prescription vial contents with the label found two errors among the manually filled prescriptions. One was a wrong strength error (500 mg glucophage in a vial labeled 850 mg) and the other was a wrong drug error (methyldopa 500 mg instead of metronidazole 500 mg). Note: this is comparable to the errors detected in other studies of manual systems.

The number of errors for the ScriptPro system was zero.