



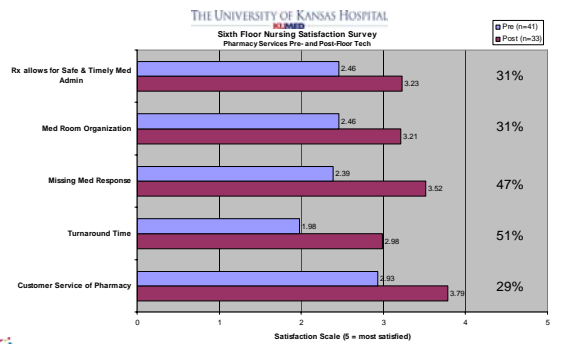
Using Decentralized Pharmacy Technicians to Improve Nursing Satisfaction

Staci Hermann, MS, Pharm.D.
Pharmacy Operations Manager
The University of Kansas Hospital
shermann@kumc.edu

Background

- Floor Technician (FT) = Decentralized Technician
 - Responsible for specific nursing units
 - Delivering 24-hour cartfill, refilling AcuDose® cabinets, delivering "Do Not Tube" medications, finding missing doses, expediting missing dose requests
 - Available by cell phone
 - Available for assisting decentralized pharmacist with any requests they may have
- Floor Tech pilot done 2006
- Floor Tech program implemented 2007-2008

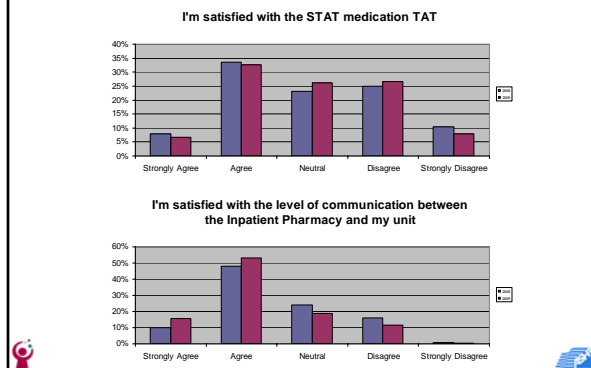
2006 Pilot Results



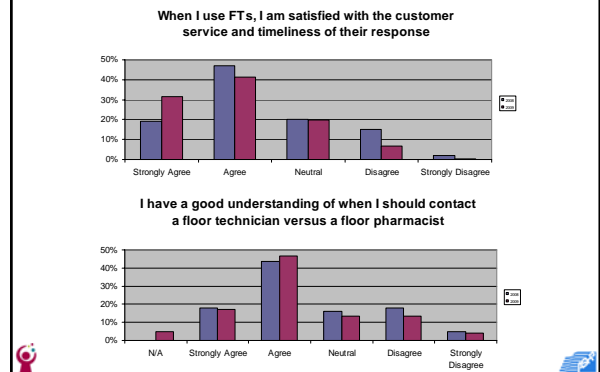
2008-2009 Satisfaction Results



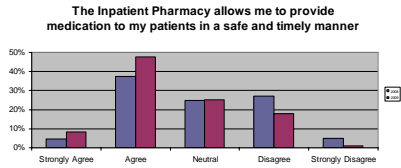
2008-2009 Satisfaction Results



2008-2009 Satisfaction Results



2008-2009 Satisfaction Results



Conclusion

- Engage all members of the department to help improve external customer service
- Increasing access to pharmacy personnel can improve satisfaction scores
- Not everyone should be placed in roles where they need to interact with other healthcare providers