

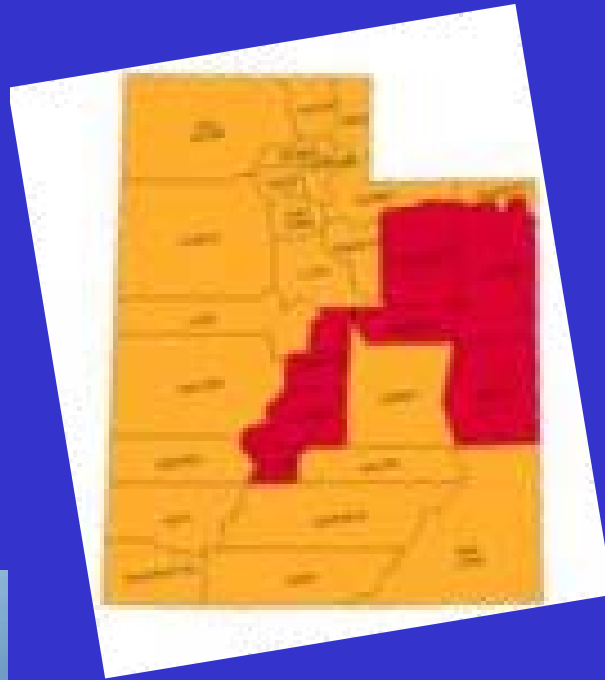
# *Paperless Cost Alternative for Pharmacy Order Management System (POMS)*

*Urban South Region  
Intermountain Healthcare  
December 5, 2006*





# POMS





◆ Team Members:

- ◆ Jerome Wohleb, Pharmacy Director
- ◆ Dallas Moore, Pharmacy Director
- ◆ Jim Jensen, Information Systems Manager
- ◆ Fred Bandley, Diagnostic Imaging Manager

◆ Goals:

- ◆ Improve Pharmacy Order Management
- ◆ Address new JCAHO standards





- ◆ Pharmacy Order / JCAHO Challenges
  - ◆ Lost faxes during transmission
  - ◆ Tube system that was old and unreliable
  - ◆ Limited capital budget for automation
  - ◆ Large geographical region to service
  - ◆ Expansion of service needs for outpatients
  - ◆ Pharmacist first order review
  - ◆ Electronic documentation for med reconciliation
  - ◆ Multiple order entry locations desired





## ◆ Scope of Project

- ◆ JCAHO visit in the Spring 2006
  - ◆ Generated need to enhance order review
  - ◆ Medication reconciliation process concerns
  - ◆ Multiple locations (3 hospitals impacted)
- ◆ Customer Service needs
  - ◆ Corporate Extraordinary Care Initiative
  - ◆ HCAHPS national reporting





- ◆ Strategy: Faxination
  - ◆ Microsoft e-mail service operational for all facilities
  - ◆ Backbone for IS communications operational (telecom / intranet)
  - ◆ Rural Pharmacy Project functional
  - ◆ Several units had hardware available for scan or fax capabilities
  - ◆ Paperless system required for DI



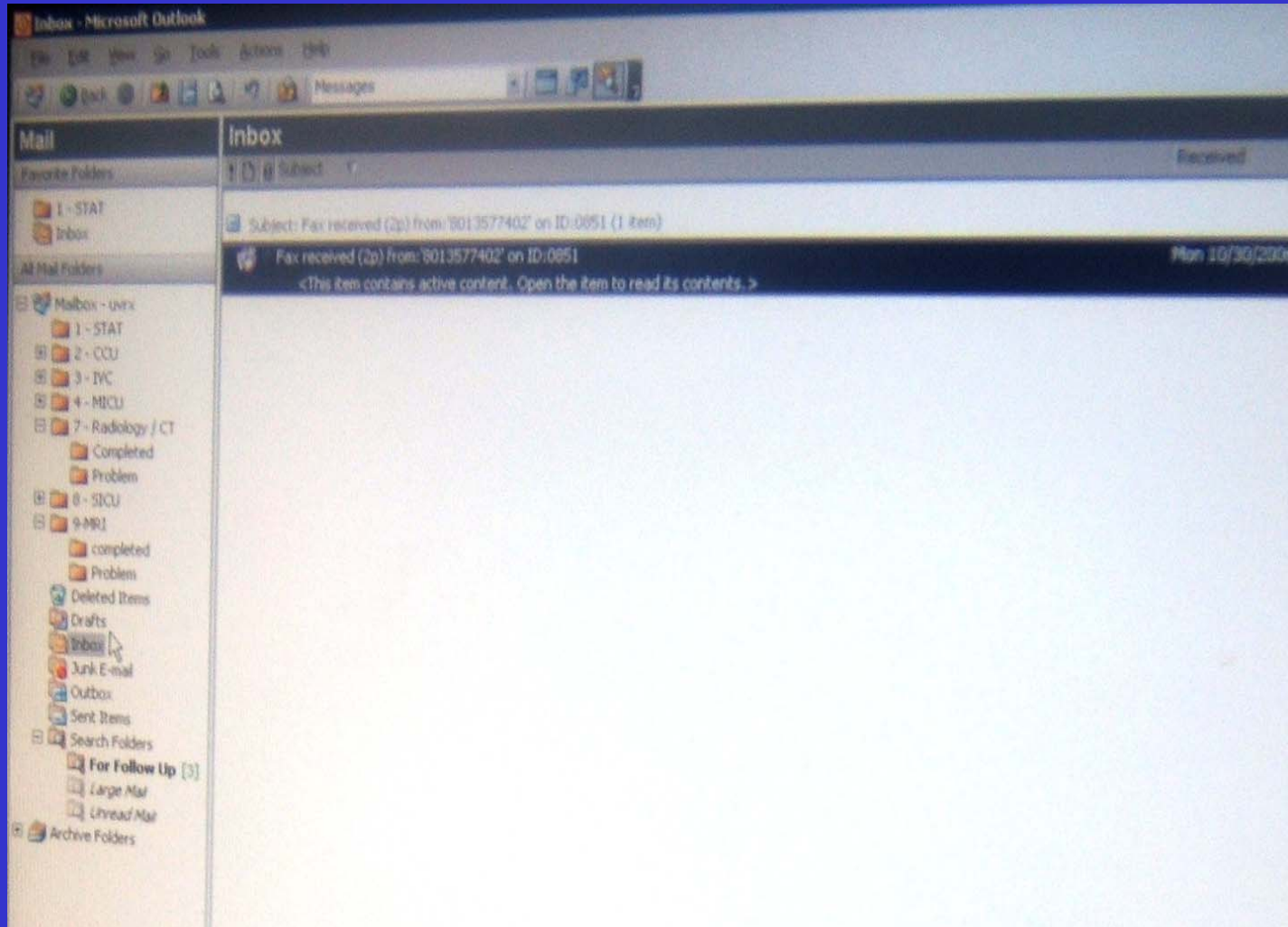


# POMS



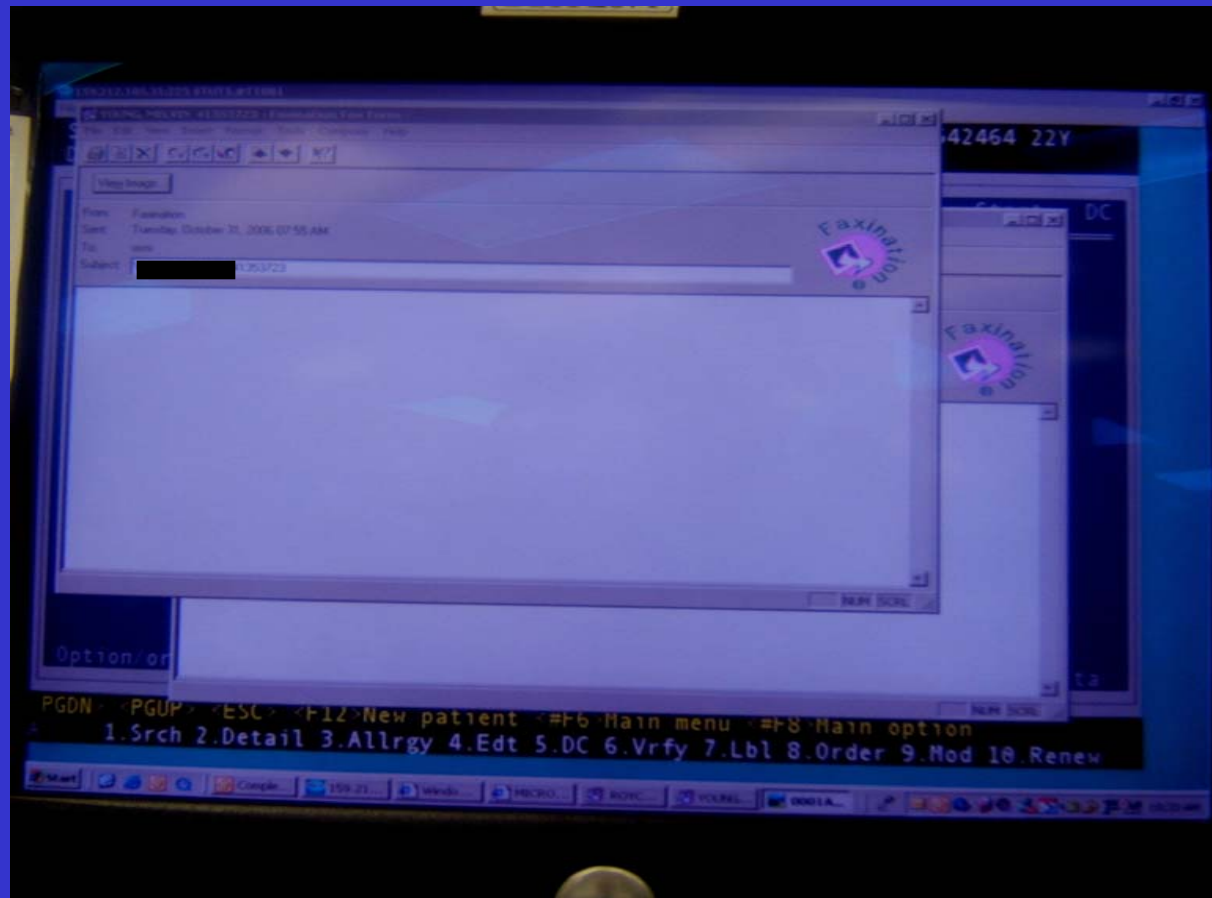


# POMS





# POMS

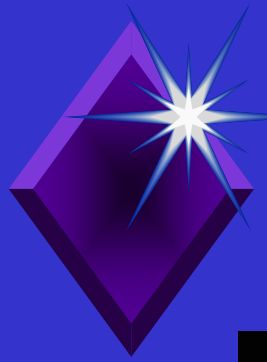






# POMS





# *Keeping the Goals in Focus*





## ◆ Lessons Learned

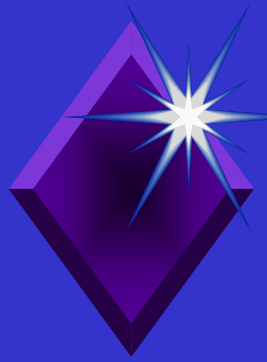
- ◆ Not as robust as available products
- ◆ Requires various departmental collaboration
- ◆ Some cost in labor resources (implementation and training)
- ◆ High volume locations more challenging for personnel
- ◆ Maximizes labor for non-24 hour operations & eases recruitment efforts
- ◆ Could be done at any location (home, work, wireless, etc.)





- ◆ Covered JCAHO needs quickly
- ◆ Discovered you still need a back up system
- ◆ Scanned images slows computer time for order entry (1-2 seconds)
- ◆ Nursing Service had less lost orders
- ◆ Opened communications with collaborating departments.





# POMS

## ◆ Future Direction

### ◆ Expansion

- ◆ Continue uploading rural facilities
- ◆ Expand services beyond DI
- ◆ Transition Program to other regions within the Intermountain structure

### ◆ Evaluate Capital options for 2007-2008

### ◆ Improve system flexibility for high volume locations





*POMS*

◆ Questions

