

Justifying technician staff expansion in 6 easy slides!

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OK..The title slide does not count!

- 881 licensed beds
- 565 ADC + 60 patients in an attached HealthSouth Rehab Hospital
- 129 total FTE's
- 54 technicians
- 95% of our inventory in handled by an Omnicell Pharmacy Central Carousel System in Main Pharmacy
- Total cartless with 80+ Pyxis locations

The Problem

- We were very lightly staffed with technicians historically
- When we implemented the carousel system we opted to eliminate critical low messages
- Our Pyxis stock out rate, already rising, began to rise more
- Our technician turnover rate was worsening
- Examining the situation, pharmacy leadership felt that task overwhelm was our primary issue

The data

- Our Pyxis stock out rate had increased from 0.2 stock outs per 1,000 withdrawals to 0.3 stock outs per 1,000.
- Technician turnover had grown from a historical 15% to 38%

<i>Technician Workload Impact</i>			
	Raw Data		
Technician Activity	2003	2005	% Change
Pyxis Activity			
Unloads	43,148	48,275	11.9%
Loads	43,418	45,600	5.0%
Refills	332,897	409,246	22.9%
Locations	68	78	14.7%
Totals	467,986	558,219	19.3%
FTE's	42.1	42.1	0.0%
Per FTE	11,114	13,258	19.3%

Primary tech workload indicators are Pyxis loads, unloads and refills

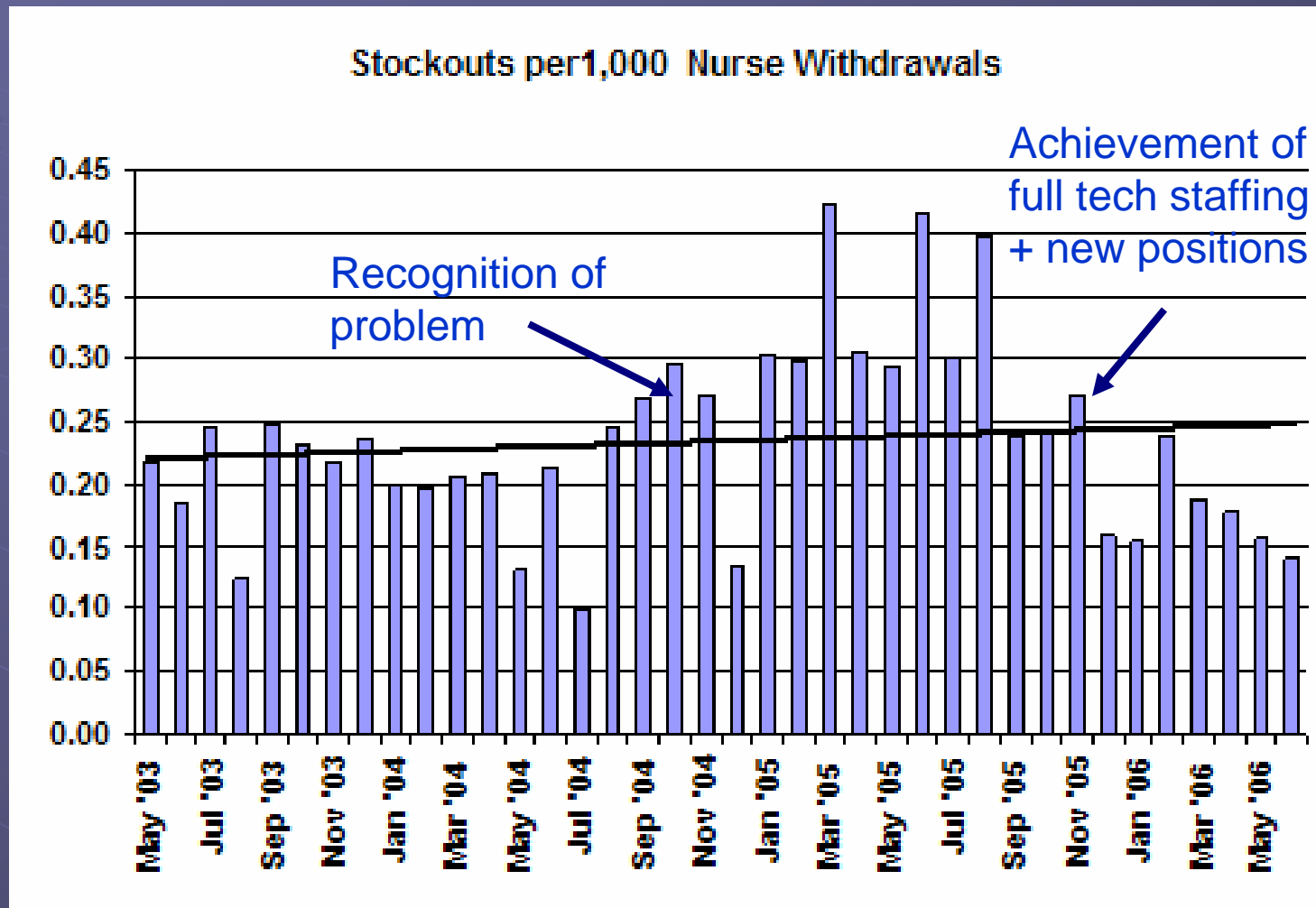
The presentation

- Presented the data to our administrator
- She accepted the data and our premise
- Made the stipulation
 - You will have to give me data to show the senior leadership team that your goals were met
 - Reduced stock outs
 - Improved technician turnover

The Steps

- 5 new positions were added
- In short order, our six historically vacant positions were filled as well as the 5 new positions
- We added two Pyxis rounders to our schedule to improve stock out and batch refill restock times
- We implemented our custom Min/Max report to rectify stock outs that occur due to obsolete minimum stock levels
- Altered our main batch pick time on the carousel

The Outcome



Since achieving full staffing in September 2005 technician turnover has averaged 5% and stock outs have dropped 66% from their peak.