

CASE STUDY

The Dwight D. Eisenhower VA Medical Center
Leavenworth, Kansas

Challenge

The Dwight D. Eisenhower Medical Center outpatient pharmacy fills more than 500 prescriptions per day. The staff was having a hard time keeping up with the workload and the patients were dissatisfied with long wait times.

Domiciliary patients were traveling long distances to pick up prescriptions, while VA patients were having to wait in long pharmacy lines.

Solution

ScriptCenter® 24/7 prescription pickup was installed in the domiciliary to service the approximate 150 patients. Today, more than 50 domiciliary patients avoid the pharmacy line every day by picking up their 7 day prescription supply from ScriptCenter. By transitioning the pick up of these prescriptions from the counter to the domiciliary, **the VA was able to reduce their wait times by 17% while increasing pharmacy and patient satisfaction.**

Overview

Dwight D. Eisenhower VA Medical Center consists of a 38-bed hospital, a 40-bed community living center, a 202-bed domiciliary, and has over 100,000 outpatient visits a year. VA Eastern Kansas Health Care System's primary service area consists of 39 counties in Kansas and Missouri. Veteran population in these counties totals over 104,000. VAEKHCS provides care to approximately 36,000 veterans.

The Dwight D. Eisenhower VA Medical Center outpatient pharmacy is a busy pharmacy servicing clinic, hospital and domiciliary patients. The pharmacy fills approximately 500 prescriptions per day.

Pharmacy challenges

The outpatient pharmacy was congested and the pharmacy staff's time was spread across many duties for both hospital and domiciliary patients. Hospital patients sometimes became annoyed when they saw patients in line with domiciliary badges, thinking they were employees being served first. This led to unhappy patients and a staff with too much on their plate. Some domiciliary patients also found it difficult to travel to the outpatient pharmacy to pick up their prescriptions each week. Striving to provide prescriptions for both hospital and domiciliary patients in the targeted wait time goal was difficult.

Solution

Dwight D. Eisenhower VA Medical Center decided to install a ScriptCenter kiosk to securely and conveniently serve the domiciliary patients' prescription needs. By using ScriptCenter in the domiciliary, the hospital was able to eliminate at least 50 patients from their outpatient pharmacy window each day, reducing congestion and freeing up time for pharmacy staff. Because domiciliary patient prescriptions are delivered to the ScriptCenter kiosk at two specific times each day, the pharmacy was able to classify these prescriptions as 'mail order' and therefore eliminate them from their 'window' wait time measurements. Domiciliary patients pick up anywhere from 3 to 15 prescriptions on average every 7 days, so removing these prescriptions from their wait time measurement helped the pharmacy consistently achieve their wait time goal of under 20 minutes without adding additional stress on the pharmacy staff. ScriptCenter has allowed the VA Leavenworth to safely and securely provide 24/7 prescription pickup services for their domiciliary patients while improving outpatient pharmacy services for their hospital patients.



CASE STUDY

Outpatient Pharmacy Wait Times



Average wait times reduced by **17%**

--- Leavenworth
 — Goal
 — Linear (Leavenworth)

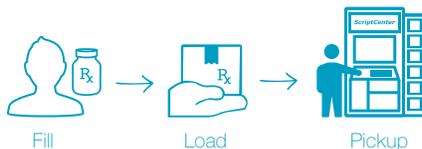


Conclusion

VA Leavenworth has streamlined their prescription pickup process by installing ScriptCenter in their domiciliary. The **outpatient pharmacy has significantly reduced wait times by 17%** while increasing the satisfaction of pharmacy staff and patients.

How it works:

1. Domiciliary patients order their prescriptions at the domiciliary window or by calling the pharmacy.
2. Prescriptions are filled in the pharmacy and classified as ‘mail order DOM’
3. Prescriptions are delivered to ScriptCenter and loaded two times each day
4. Patients log in to ScriptCenter with their secure ID and PIN to pick up prescriptions 24/7



About Asteres

Asteres Inc. develops secure self-service kiosks for delivery of prescriptions and consumer products worldwide. Asteres’ premier product is ScriptCenter, the first prescription pickup kiosk for retail, healthcare and military pharmacies that allows patients to pick up and pay for their prescriptions even when the pharmacy is closed.

For more information visit: www.asteres.com