

## Small footprint and fast operation wins over Eyecon

**Hayat Pharmacy North, Milwaukee, WI**  
Case Study **KL1PLUS**

**Summary** After a remodel and a workflow redesign at Hayat Pharmacy North, co-owner Tarek Elawa was concerned that wait times for his customers were creeping up. Counting-and-verification technology was the answer to fill scripts faster without error, but which one to choose? Elawa trialed two devices in his Milwaukee, WI pharmacy: the GSE Eyecon and the Kirby Lester KL1Plus. "The Eyecon took four times longer to dispense scripts than the KL1Plus," Mr. Elawa says. "The KL1Plus made a huge difference from Day 1."



**Setting** Mr. Elawa and co-owner Hashim Zaibak opened the first Hayat Pharmacy in 2011 and expanded to six total locations in metro Milwaukee, WI. The clientele is predominantly underprivileged patients. Along with a traditional retail operation, Hayat offers Medication Therapy Management (MTM), long-term care packaging and great customer care. In 2014 Hayat was named McKesson's Pharmacy Of The Year, and Mr. Zaibak was named Pharmacy Development Services' Pharmacist Of The Year.

- Daily Rx volume: Varies by location, from 80 Rx/day to 300 Rx/day
- Staff: One technician is focused on dispensing prescriptions, while the remainder of the staff are deployed to MTM, LTC filling, customer care and business initiatives.

Below, Tarek Elawa verifies and counts a prescription with a KL1Plus at Hayat Pharmacy.

**Challenges** In mid-2013, Hayat Pharmacy North was remodeled with a new workflow plan, where one technician would focus solely on dispensing prescriptions (approx. 180-270/day). "This technician would not worry about phone calls or paperwork, just fill prescriptions. Then the rest of the staff could focus on the customers," says Mr. Elawa. But with manual tray-and-spatula counting, fill times were starting to rise above Elawa's goal of 15 minutes or less. Counting technology was analyzed, and the owners trialed both the GSE Eyecon and Kirby Lester's KL1Plus. Each trial was approximately 2 weeks.



*"We tried both the Eyecon and the KL1Plus. It was easy to see which one was best for us. The KL1Plus was just more efficient in every way."*

Tarek Elawa, RPh  
Hayat Pharmacy North

**Solution** After using each device, Mr. Elawa found the Eyecon took four times longer to fill scripts on average. Higher counts were especially problematic. "The constant moving pills around and shaking them, and clearing the tray after 90 pills to count the remaining 90 was taking too long," he says. "With the KL1Plus, you just pour in and slow down when you get close. It was much faster." Size was also a major factor: the KL1Plus was only half the depth of the dispensing countertop and at 13" high, didn't take up too much room. "The size of the Eyecon was really a deterrent," he says. "In our analysis, the KL1Plus fit our dispensing area, it was fast, and it was simple to use."

**Results**

- 1. Staff Approval:** "The techs asked me why we didn't buy one a long time ago," says Mr. Elawa. "The KL1Plus was just more efficient in every way."
- 2. 90-day Fills Simplified:** With the KL1Plus, filling 90, 120 or 180 tablets was simplified – even very large tablets or capsules. The staff was able to fill any size order under the target time of 1-2 minutes.
- 3. Free Trial:** With the ability to trial the KL1Plus onsite for two weeks, Mr. Elawa found it was simple to select the right device for Hayat's workflow.
- 4. Fill Fast, Fill Without Error:** The KL1Plus allowed Hayat's lone filling technician to quickly and safely dispense hundreds of prescriptions each day while the rest of the staff was leveraged for more customer-focused tasks such as MTM. "Without this technology, it would be difficult for one technician to keep up with the orders and fill without making mistakes," says Mr. Elawa.