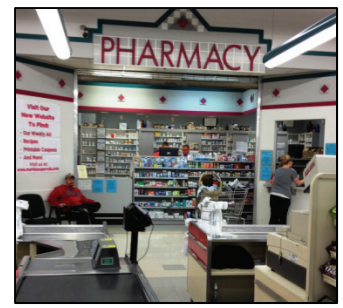


Summary

"Audit" is a four-letter word for most pharmacy owners, and Dale Erickson, RPh, does everything he can to stay on the good side of an auditor. He is always looking for ways to improve the quality of his service, especially when it comes to error prevention. When his quality improvement consultant, PQC, suggested that PBMs were going to be even more alert for dispensing mistakes regarding incorrect NDC numbers, Mr. Erickson sought out a solution ASAP. He found it in the KL1Plus counting and verification device. "I track every single error, even ones that never reach the final pharmacist check. After we started using the KL1Plus, our errors dropped," he says. "This device is working!"



Setting

Forty miles east of Cincinnati, Sardinia Pharmacy is a traditional retail pharmacy operating inside Martin's SuperValu grocery store. Opened in 1994, Sardinia Pharmacy also processes scripts for nursing homes.

- Daily Rx volume: 250
- Staff: Typical shift is 2 pharmacists and 3 techs

Challenges

The quality checks in place at Sardinia Pharmacy are largely reliable, but mistakes can and do happen. The issue of assuring that the staff is matching the NDC number processed in the computer to the NDC number being dispensed is huge. Every step of the dispensing process is constantly evaluated for errors to determine how it can be done more accurately and efficiently. "I want to know how any glitch occurred, so we can prevent it from happening again," he says. "It wasn't that we had a problem. We just weren't as protected as we should be. We still rely on the pharmacist to verify each and every prescription, but we can relieve some of the stress and decrease the number of corrections that need to be made before they get that far along the filling process."



Solution

Mr. Erickson attended the National Community Pharmacist Association (NCPA) annual meeting in October 2012. "I walked by the Kirby Lester exhibit. It was great timing because I had this issue on my mind," he says. "A light bulb went off when I saw the KL1Plus being demo'd." After he purchased the device, the training process was simple, the staff began using it immediately, and errors began to disappear. They now rely on the KL1Plus for every single dispense. "My proof is when I get my monthly statement from PQC, and it shows errors are down," he says. His KL1Plus is non-interfaced.

Results

- 1. Errors Are Avoided:** "The KL1Plus forces our techs to match up the NDC to the patient label, and it has the picture of the drug on the screen. Before this was a manual process, but not anymore," Mr. Erickson says.
- 2. Small Is Better:** Housed in a grocery store, the pharmacy's layout is tight. Anything larger than the KL1Plus (6" x 12" footprint) would have been a challenge.
- 3. Unexpected Speed:** Mr. Erickson's staff had never used a Kirby Lester device, and some were hesitant to break away from the tray and spatula. "But once you get used to it, you really enjoy how fast it counts. This little device flies!" he says. "We double-count all our narcotics very quickly."
- 4. An Eye Toward The Future:** Audits are just getting more stringent. The KL1Plus gives Mr. Erickson peace of mind that his staff is protected from dispensing errors – that's one less thing to worry about.

"Let's say on a bad day your techs commit four mistakes. Those mistakes are almost always caught by the pharmacist and never make it to the patient. But that's four chances for a real problem. The tech gets a script out of order, or grabs metformin instead of methocarbamol. That's huge. If you do that with the KL1Plus, the screen goes red. It doesn't let the tech make a mistake."

Dale Erickson, RPh
Sardinia Pharmacy