

Summary

When did pharmacy owner Larry Branscum, PharmD, know that the Kirby Lester KL60 robot was worth the investment for his Oklahoma pharmacy? When he stopped worrying about hiring more staff to keep up with customer orders. Seminole Drug experienced a dramatic improvement in workflow after the installation of the KL60 compact robotic dispenser. "The days are better. We are comfortably keeping up. We aren't nearly as stressed by the end of the day," says Mr. Branscum. "I may even take some afternoons off."



Setting

Seminole Drug has been serving the 8,500 residents of this former oil town in central Oklahoma since 1979. Mr. Branscum purchased the pharmacy in 2009 and focused on continuing a strong tradition while modernizing. The business serves a large geriatric clientele. Compounding and some nursing home and assisted living fulfillment round out the business.

- Daily Rx volume: Average 325, with peaks of 500+
- Staff: Typical shift is 2 pharmacists and 2 techs

Owner Larry Branscum (left) with one of his pharmacists

Challenges

Mr. Branscum began considering dispensing technology for two reasons: First was to increase dispensing speed. It wasn't because customers were complaining. Quite the opposite: "Our customers are accustomed to getting their scripts quickly. But we had to push really hard to keep up," he says. "Before we got the machine, every morning was stressful. And we didn't leave before 6pm, ever." He knew that dispensing technology would also address his second goal: improve dispensing accuracy.



Solution

Size and price were the biggest factors as he searched for the right solution. "I looked at ScriptPro and Parata; even their smallest machines were a lot bigger than I wanted, and they didn't fit my price range," Mr. Branscum says. He had used Kirby Lester tablet counters for years, so when he saw an advertisement for the KL60, he gave it serious thought. He analyzed his dispensing trends – 60 medications was a logical number to automate. Add the compact footprint, and the KL60 seemed custom-made for Seminole Drug. The installation and interface to Computer-Rx pharmacy management system was worry-free, he says because of the Kirby Lester Implementation Team's thorough preparation. He removed one 3' shelf and scooted back a second shelf; the KL60 rolled right in.

"The staff likes the KL60 a lot. They knew it wasn't going to take their jobs away or cause any trouble, because we all knew we were understaffed. Everyone feels the benefits of having the robot in the pharmacy."

Results

- 1. Rush Hour Relief:** The value of the KL60 is most noticeable at the start and end of each day. "We fill scripts much faster. So we keep up, and we stay caught up," he says.
- 2. Expectations Were Exceeded:** Mr. Branscum was assured by Kirby Lester that 30% or more of his total orders would be handled by the KL60, and to his pleasant surprise, the device delivered. "The KL60 actually exceeded my expectations," he says. "We routinely get 35%, which is about 100 prescriptions or more a day."
- 3. 60 Is The Magic Number:** The KL60 automates just the right number of high-moving medications for Mr. Branscum. A higher number of medications would not have brought a corresponding increase in efficiency.
- 4. Size and Price:** The KL60, in comparison to other robots, gave Mr. Branscum the best value. "I got a robot that fits my space, and I got a bigger bang for my buck with Kirby Lester," he says.

Larry Branscum
Owner
Seminole Drug