Delivery Manager

+ Complete Order Visibility
+ Flexible Transport Methods
+ Convenient Access

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62% of pharmacists pinpointed **"too many phone calls"** as the number one reason for medications errors.

- Study conducted by the Massachusetts Department of Health and Human Service[2]
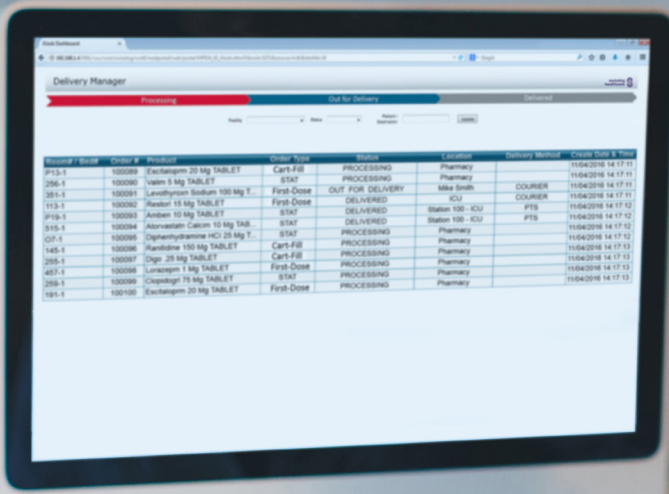
Minimize interruptions through medication delivery tracking.

For busy hospital pharmacies, missing medications are a frequent cause of interruptions and distractions. One study on the impact of interruptions and distractions on dispensing errors found that the error rate for prescriptions with one or more interruptions was 6.65%.[1] The research also showed that pharmacists fielded as many as 10 calls per hour from nurses inquiring about patient orders.[2]

Delivery Manager was developed on the idea that reducing missing medications decreases the number of interruptions and distractions in the pharmacy, and in turn minimizes the opportunity for medication errors.

An extension of the Swisslog Healthcare chain-of-custody offering, the robustness of Delivery Manager transcends any single hospital department, combining technology and workflow to track materials throughout the hospital.

Features

— **Complete Order Visibility:** Tracks movement of materials within the hospital from the time the order is received by the pharmacy all the way to the time it is delivered to its intended destination.

— **Flexible Transport:** Methods: Accommodates multiple types of transport, including manual and automated delivery.

— **Convenient Access:** Kiosk screens provide complete visibility of all order details to intended recipients, including status, location and delivery method, thereby significantly reducing calls to pharmacy.

SOURCE

1 — Flynn, E. A., Barker, K. N., Gibson, J. T. et al. (1999). Impact of interruptions and distractions on dispensing errors in an ambulatory care pharmacy. American Journal of Health-System Pharmacists, 56, 1319-1325.

2 — Massachusetts Board of Registration in Pharmacy. (n.d.). Reasons for prescription errors. Available at http://www.mass.gov/eohhs/gov/departments/dph/programs/hcq/dhpl/pharmacy/medication-error-prev/med-error-study/results/reasons-for-prescription-errors.html

— Comprehensive Tracking Solution
— Real-Time Information

— Comprehensive Tracking Solution
Unlike other pneumatic tube system (PTS) content tracking solutions, the Delivery Manager service extends beyond the tube system, to include other manual and automated transportation methods.

— Real-Time Information
The Swisslog Healthcare PTS communicates directly to Delivery Manager software, instantly updating the status of any order being sent through the tube system and eliminating information gaps.

Room#/Bed#	Order#	Product	Order Type	Delivery Method	Status	Location	Created Date Time
103-1	1000089	Escitalopram 20mg Tablet	STAT Dose		PROCESSING	Pharmacy	07-Feb-2017 09:29:42
602-2	1000099	Lorazepam 1mg Tablet	First Dose	PTS	OUT FOR DELIVERY		07-Feb-2017 09:29:45
333-1	1000090	Valium 5mg Tablet	STAT Dose	PTS	DELIVERED	ICU Station 3	07-Feb-2017 09:30:22
234-2	1000077	Levothyroxine Sodium 100mg Tablet	First Dose	COURIER	OUT FOR DELIVERY	M. Smith	07-Feb-2017 09:31:01
504-1	1003244	Ranitidine 150mg Tablet	First Dose	PTS	RECEIVED	B. Johnson	07-Feb-2017 09:31:04
290-2	1099965	Diphenhydramine 25mg Tablet	First Dose	COURIER	DELIVERED	2North – Med Room	07-Feb-2017 09:32:59
330-1	1890032	Atorvastatin Calcium 10mg Tablet	STAT Dose	COURIER	DELIVERED	3East -REF	07-Feb-2017 09:39:00

Using Delivery Manager

The Delivery Manager kiosk screen provides stakeholders real-time status and location information for all medication orders being processed by the pharmacy.

— HIPAA-compliant, customizable kiosk screens

— Web-based software, easily accessible on any device within a hospital network

— Real-time information with configurable, automatic refresh every 5 seconds

— Configurable views by user type (pharmacy, nursing)

1   Delivery Method

Medication moves throughout the hospital in many different ways; whether transportation is automatic or manual, you can track it.

2   Status

— Processing: Once an order is verified, the order populates on the kiosk screen as "Processing."

— Out for Delivery: The technician associates the order to a transport unit (PTS carrier or manual tote) via scanning. Next, delivery is initiated and the order status automatically updates to "Out for Delivery."

— Delivered: The moment the transport unit reaches the destination, the status changes to "Delivered." For PTS deliveries, this occurs once the receiving station reads the carrier RFID tag. For manual deliveries, the status change occurs when the courier scans the destination's location ID.

— Received: Secure PTS deliveries require badge scans on both the sending and receiving end of the transaction. The user swipes their badge to release and remove the carrier, automatically updating the status to "Received" and listing the user's name.

3   Location

Defined individually by the hospital, this indicates the current location of the order.

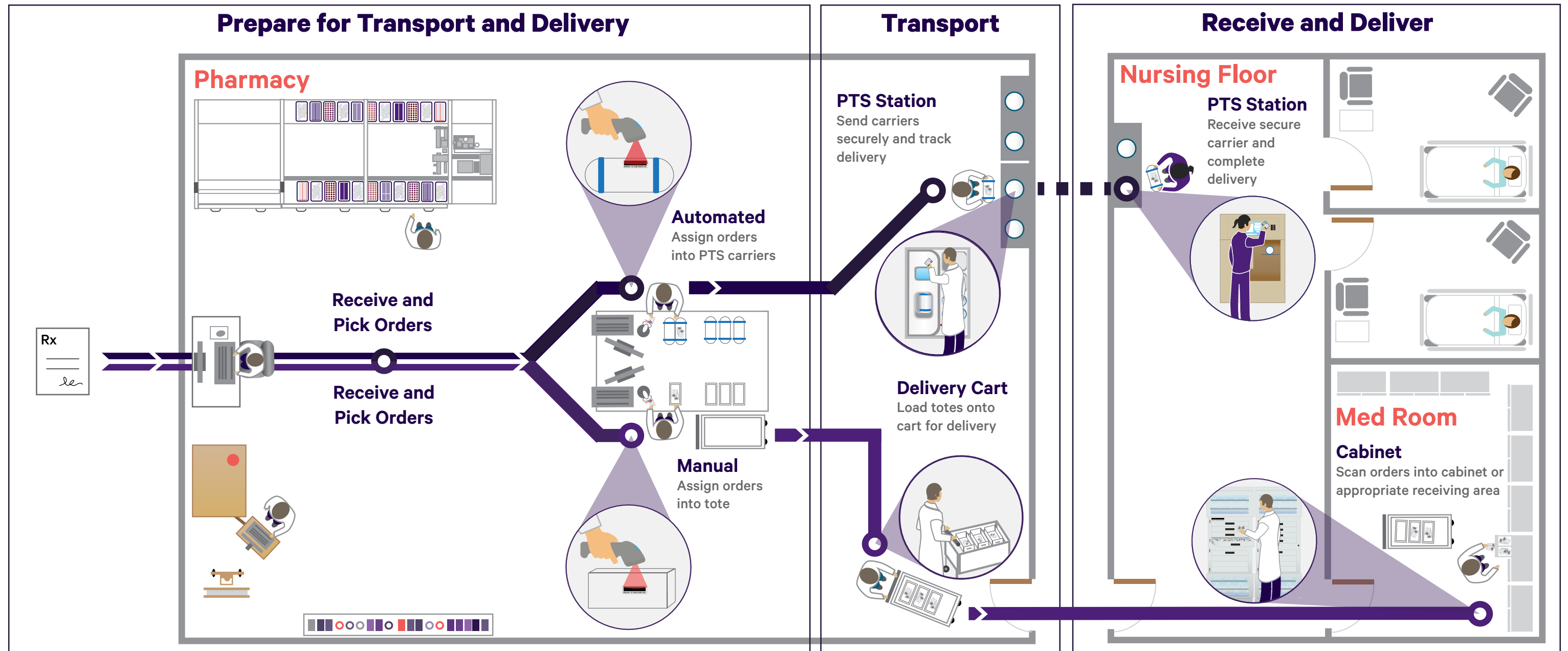# Optimize Workflow Through Improved Chain-of-Custody

Delivery Manager is an intelligent tracking application that provides a single point of control, account-ability and traceability for patient order delivery—creating connections throughout the medication distribution process.

Pneumatic Transport

Pneumatic tube systems are a critical part of patient order delivery. Unlike other medication tracking software, Delivery Manager integrates directly with the Swisslog TransLogic® PTS. Using radio frequency identification (RFID) technology permits automatic carrier tracking, monitoring and inventory management, providing real-time verification that transactions have arrived at the right station at the right time.

Manual Transport

Whether supplying a cartfill or replenishing automated dispensing cabinets (ADCs), the majority of medications arrive on patient floors by foot. For hospitals that rely strictly on PTS content tracking, that leaves most medications with no record of delivery.

Prepare for Transport and Delivery

Pharmacy

Rx

Receive and Pick Orders

Receive and Pick Orders

Automated
Assign orders into PTS carriers

Manual
Assign orders into tote

Transport

PTS Station
Send carriers securely and track delivery

Delivery Cart
Load totes onto cart for delivery

Receive and Deliver

Nursing Floor

PTS Station
Receive secure carrier and complete delivery

Med Room

Cabinet
Scan orders into cabinet or appropriate receiving area

Connecting the Care Continuum

Delivery Manager creates connectivity across the medication distribution process, combining technology and best practice workflow to track materials throughout the hospital.

Pharmacy
Optimize the medication distribution process, establishing best-practice workflows and improving staff efficiency.
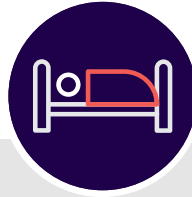
Patients
Improve turnaround -time for medication orders to support a sense urgency and attentiveness from clinical staff.

Supply Chain
Drive cost-reduction initiatives by eliminating wasted inventory from "lost" medications.

Nursing
Kiosk screens give real-time status information to keep nurses at the beside instead of investigating the location of patient orders.

Quality Management
Ensure compliance with medication traceability requirements such as the Drug Supply Chain Security Act (DSCSA).

Finance
Delivery Manager leverages your existing investment in Swisslog pneumatic tube systems, including RFID carriers and secure card access.

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