BOOSTING PRODUCTIVITY AND MORALE: How process automation improves workflow efficiency, reduces cost, and gives your people a chance to grow

THE CHALLENGE

PropacPayless Pharmacy was tasked with managing rapid growth, looking for efficiency gains, striving to leverage the top skills of their employees, and seeking automation options to avoid adding new staff members whenever possible. "There were a lot of areas where our employees were doing tasks, such as fax follow-up, creating forms, faxing to facilities or physicians, that were really mundane and time-consuming," said pharmacist Carol Garrand, Director of Operations for PropacPayless Pharmacy.

"The biggest issue that we wanted to solve was making sure that our workflow processes, in all areas, were being done predictably and in a routine, error-free manner, and exactly the way we wanted them to be done to ensure quality for our facilities, our patients, and our physicians," said Garrand. "Additionally, we were looking to put our current staff into positions that utilized their skills and really allowed them to do the type of work that they wanted."

Why Logix? "I actually heard about Logix years ago at a DocuTrack conference, when I was Assistant Pharmacy Manager for ProPac Pharmacy. I was really excited about it and wanted to use it," said Garrand. "The two things we were looking at were our staffing model and either increasing staffing in certain areas in order to get these tasks done, or using Logix to get them done. **Once I put together the cost analysis of the staffing model versus using Logix, it was a very easy decision to use Logix.**"

THE SOLUTION

Carol and her team were laser-focused on their staffing and process automation goals, and the Integra team worked closely with them to ensure smooth implementation. "We spent a lot of time beforehand, deciding the most important process we wanted to approach first, and how we thought it could work. We've had wonderful support from the Logix team."

Integra communicated with Carol's team via e-mail, phone calls, and web conferences during the development process. "They looked at our system and our folder set-up, so that we could make sure that how we were designing the processes in discovery was set up correctly, based on the exact naming we were using," said Garrand. "We were very easily able to communicate what we wanted, and clearly understood what the Logix team needed. Any questions we've had, Integra has been very good about responding, and very readily available to help."

About PropacPayless Pharmacy

Since a merger in October 2016, Washington-based PropacPayless Pharmacy serves skilled nursing facilities, assisted living facilities, group homes, foster homes, and special services populations. Locations in Seattle and Vancouver, Washington, Eugene, Oregon, and Stockton, California provide service for 33,000 beds.

Interfaces:

- FrameworkLTC
- DocuTrack
- DeliveryTrack
- Logix
- Etherfax
- Direct Print

About Logix

Logix provides process automation designed to create automated solutions eliminating repetitive manual processes, freeing pharmacy staff for higher output and faster service. Logix works with DocuTrack, automating processes such as faxing, emailing, and Refill Too Soon (RTS) notices.

About Integra

Integra is a pharmacy software company with an industry-tested suite of solutions for reducing cost, increasing productivity and profits, providing data analysis, and improving customer service. Talk to Integra today and experience functional, intuitive products with world-class support: (866) 257-4279 or sales@integragroup.com, or visit www.integragroup.com

RESULTS

"One of the first benefits we have seen is an automated faxing process for our RTS notices. We direct print the notice out of Frameworks into DocuTrack, and it lands in a DocuTrack folder that then automatically faxes the notice to the facility and the specific nurse station, based on associations of that prescription. That one process automation has saved us half an FTE of processing, just given the volume of faxes that we send that someone would have had to manually fax, one by one," noted Garrand.

Logix also simplified and streamlined the PropacPayless controlled prescription request process – making it possible not to replace one full FTE after a cross-country move. "We have not used Logix to replace employees – we've used it as a process to avoid hiring additional employees, or not having to fast fill a position if someone moves or leaves for another department."

Enhancing Productivity

"Our processors having to sit and fax and fax is not a job they wanted to do. Faxing is one of those tasks that everyone did, but wasn't something anyone enjoyed," said Garrand. "Additionally, the controlled substance requests escalation automated process in Logix has allowed our staff member who was actually doing all of that manually – managing the queue and sending all the faxes – to focus on processing orders, do refills and learn new skills, becoming a more integrated part of our controlled substance department."

"Productivity as a whole has gone up immensely. The team can focus more on processing, which we know increases our productivity and also decreases errors."

"Logix provides predictable, consistent, error-free RTS faxing processes, running in the background, resulting in fewer frustrated phone calls from facilities and reduced issues with prescribers."

Boosting Morale

"Our processors – having to sit and fax and fax is not a job they wanted to do. They want to process, enter orders, answer the phone, and take an active role in taking care of our patients directly," said Garrand. "Our staff really enjoys being able to focus more on the things they're really good at. Logix is really good for morale."

"It really has been wonderful to watch the department – because of Logix processes – to really watch them all come together. Now everyone feels part of the team. As a staff and as a company, we've gotten additional time back – and that time has been wonderful for all of us."

Final Thoughts

"Our business has grown quite a lot in the last year and a half. We're continually adding beds and growing as a company. Customers are looking for predictable and consistent communication from their pharmacy – and it's nice to be able to tell them we have the systems in place that make that happen."

"We see the benefit of automated processes with Logix as the key to improved communication with current customer and new facilities. That's because Logix is giving us the time to take care of our patients and customers, keeping quality patient care as our first priority."

BENEFITS OF LOGIX:

Creates automation to eliminate manual processes.
Frees staff for higher output, faster service and additional customer support.
Reduces errors and provides consistent, error-free facility communication.
Contact Integra today to see how Logix can improve your pharmacy operations.

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