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CASE STUDY

SOUTHWEST MEDICAL CENTER

CHALLENGE

Southwest Medical Center (SMC) faced significant challenges with its pharmacy drug dictionary. The dictionary was filled with outdated information and a complete 'cleanup' was necessary. Specifically, the NDC (National Drug Code) numbers needed updating to allow other applications to function properly. Creating a workable plan to make additions or deletions to the database was difficult, especially since the hospital was not sure where to begin to identify an expert who could specify and execute the necessary corrective measures. The hospital needed to employ hospital consulting services but were at a loss as to what company to approach.

SMC's Clinical Systems Coordinator Dana Olson said, "We started building for LSS Clinicals in 2010 and noticed right away that the RXM dictionary was very difficult, if not impossible, to work with. There were no strengths defined for any combination drugs, while many drugs had inappropriate or inactive units of measure, forms, etc."

Not only did these issues consume staff time, they also created implications for patient safety. Furthermore, Southwest Medical Center noticed most of the PHA Drug database or the SMC pharmacy formulary drugs were outdated. Many of the drugs were not associated with the Formulary Service Vendor (FSV) loads. While SMC has expert help assisting with its patient medical records and some prescription drug information, the situation appeared to be focused on addressing the outdated dictionary items and adding new pharmacy drug definitions. The hospital felt there were no precise pharmacy resources or hospital consulting services available to work on these specific issues.

SOLUTION

Southwest Medical Center staff utilized DrFirst for LSS clinical implementation. So naturally DrFirst was already aware of some of the problems the hospital was attempting to address. The hospital learned DrFirst also offered consulting services through its Hospital Services Group. Since DrFirst had the knowledge and experience, SMC selected DrFirst Hospital Services Group as the best choice to update its pharmacy drug dictionary.



DANA OLSON
CLINICAL SYSTEMS COORDINATOR

PAM HICKS
PHARMACIST

Product Used
DrFirst E-prescribe through LSS Data and MEDITECH systems, DrFirst Readiness Assessment and DrFirst Hospital Consulting Services; the Hospital Services Group.

Version of Meditech Software
Meditech 5.64

Number of Beds
101



**SOUTHWEST
MEDICAL CENTER**

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Ms. Olson explained, “Our administration really liked the readiness assessment done prior to any other decisions, so we would have a clear idea of all problems that we needed to address. DrFirst was the only company that offered a thorough review of our system - we were given not only a detailed list of issues that we needed to address, but a great resource for HOW to get these issues resolved on our own (if we had the resources).” Ms. Olson continued, “Giving us detailed information about where our system fell short, with important information about how to start correcting it ourselves, if we could, was invaluable.”

DrFirst provided a written readiness assessment describing each dictionary, its problems and detailed recommendations on how to best address the issues.

Southwest Medical Center was also pleased that additional questions were quickly answered by email and phone. Also, DrFirst continued to work closely with MEDITECH programming, as well as the FSV service provider, to correct any pharmacy issues.

RESULTS

Southwest Medical Center took an in-depth look at its pharmacy drug dictionary and items contained on the shelves in the pharmacy. Over 1,000 obsolete drugs were inactivated and the NDC's were cleaned up along with other problems on an additional 1,500+ drug entries. By cleaning up the pharmacy drug dictionary and re-filing the FSV loads, the hospital minimized any outdated or inactive drugs. The process also assisted with the RXM drug dictionary load.

The facility also began the conversion from Version 1 to Version 2 allergies. Recommendations were made for FSV parameter changes to best utilize FSV content, avoiding problems in the dictionaries that would cause issues with e-prescribing. Ultimately, the assessment allowed Southwest Medical Center to uncover how to best manage its RXM drug dictionary.

With clear and extensive knowledge as to what needed to be done, Southwest Medical Center worked with DrFirst in identifying and addressing specific issues. The DrFirst team continues to oversee the dictionary cleanup project, saving Southwest Medical Center significant time while achieving its directory clean-up goals.