Improving Efficiency of Outpatient Pharmacy Services

Al Wakra Hospital, Hamad Medical Corporation, Doha, Qatar

First Site in the Middle East with Integrated Rowa-Cerner Solution
The Al Wakra Hospital Pharmacy Department is one of the most advanced in the Middle East, with inpatient, sterile compounding, outpatient and satellite pharmacies serving more than 40 specialties. The 325 bed, JCI-accredited hospital is part of Hamad Medical Corporation, which has implemented advanced pharmacy automation solutions, including Pyxis™ technologies, throughout its facilities. In the outpatient pharmacy, integration of Rowa with Cerner PharmNet Retail has improved dispensing accuracy and medication safety, while reducing the average waiting time by up to 80 %.
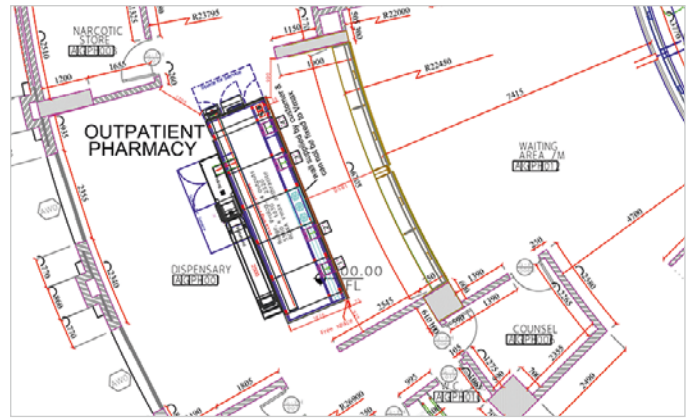
Rowa™ Technologies

❄ BD

Outpatient Pharmacy
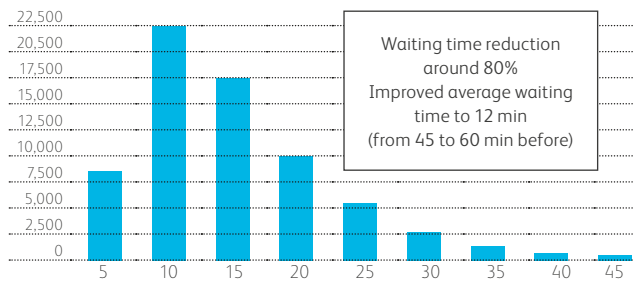
6 pharmacists, 2 pharmacy technicians,
4 dispensing windows

1,200 formulary items stocked

450 patients served per day

2,000 to 2,500 packs dispensed per day

Number of customer transactions

Waiting time reduction around 80%
Improved average waiting time to 12 min
(from 45 to 60 min before)

"Rowa enables our pharmacy staff to turn their attention to more specialized work, so patients receive more hands-on care. Pharmacist-patient interaction has been markedly increased, with waiting time greatly reduced. Better space utilization, less walking, and the elimination of picking errors have increased productivity and staff satisfaction!"
Dr. Rasha Al Anay, PharmD, Director of Pharmacy,
Al Wakra Hospital, Hamad Medical Corporation, Doha

Challenges

> High volume of prescriptions & look-alike/sound alike drugs

> Staff shortages

> Stress and fatigue

> Stock-outs and lack of inventory control

> Long waiting times for patients

> Inefficient workflows

Solution

> Rowa technologies store 80% of outpatient medication

> Integration of Rowa with Cerner PharmNet Retail

Outcome

> Increased dispensing accuracy and efficiency, improving medication safety and decreasing costs

> Improved space utilization, reducing non-productive walking and freeing up more clinician time for patient counseling

> Reduced stress and increased staff satisfaction

> Improved inventory management and capacity through random inventory storage

> Enhanced expiry date management and reduced wastage by first-in, first-out stock rotation

> Improved processes to meet regulatory requirements (JCI)

"Rowa's ability to store both lot and expiry date information for every medication in the device database has greatly improved our management of expired medications, reducing expired stock wastage and improving patient safety."
Mohamed Magoury, RPh, PMP, CPHIMS, Pharmacy Informatics Officer Al Wakra Hospital, Hamad Medical Corporation, Doha

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