

Accuracy Needs Are Met With KL20

Medicine Shoppe, Lexington, MO

Summary

Greg Mitchell, Pharm.D. and owner of a Medicine Shoppe pharmacy, needed a technology solution for double-checking the dispensing of prescriptions, especially NDC numbers in an era of frequent generic changes. After ruling out robotic dispensers, Mitchell found the Kirby Lester KL20 to be an affordable device that accomplished his two most pressing needs: 1) accurate dispensing and 2) inventory control.

Setting

Medicine Shoppe pharmacy is located in Lexington, MO, a quiet community of 5,000 that is steeped in Civil War history. The pharmacy was operated for 60 years as Walker Drugs. Greg Mitchell, Pharm.D. and current owner, joined the staff in 1974 and converted the pharmacy to a Medicine Shoppe format in 1995.

- Average Daily Rx Volume: 100+; Peak Daily Volume: 200+
- Staff: 1 full-time pharmacist; 2 full-time and 2 part-time technicians

Challenge

Mitchell searched for two years for a tool to double-check all medications that technicians were dispensing. This was especially important considering the frequent changes in generic brands. "The only way for me to improve accuracy was a mechanism to check what we were pulling off the shelf and pouring," Mitchell says. He considered robotic dispensers but ruled them out due to cost and complexity. "Like everyone else, I was facing lower margins and I was concerned about paying for such a huge investment. I can't read the future, so I didn't want to be stuck with a \$200,000 dinosaur after five years." Mitchell also needed a way to ease the hard work, time and tension that was ever-present with inventory management.

Solution

Mitchell installed a Kirby Lester KL20 counting & verification system. The device interfaces with his QS/1 pharmacy management system. It fits easily at the filling workstation. Technicians and pharmacists alike use the KL20 to count and verify every oral solid order and also all unit-of-use items like liquids.

Results

1. Minimize errors: "We now have very few drug errors relating to dispensing the wrong medication. The 'Kirby' has eliminated that potential."
2. Better, more accurate inventory control.
3. Helps manage partial fills: "Before, we'd make a note on the duplicate receipt that we owed 20 tablets to that customer. It was a manual redundancy. But sometimes things didn't get written down properly. The 'Kirby' takes out human error."
4. Helps the staff keep up with orders during busy periods.
5. Helps orient part-time staff: "I may not have the same part-time pharmacist every week. There is a potential for them to pull the wrong med off the shelf since they aren't as familiar with our layout. The KL20 gives us peace of mind because it forces everyone to verify the medications being dispensed."
6. Peace of mind: "Heightened accuracy is the main thing with the KL20. I feel more confident having it in the pharmacy."

ROI Projections

Using the Kirby Lester ROI calculator, Medicine Shoppe would reach the following projections:

Projected number of days to realize ROI on the KL20 **184 days**

Projected time saved per day with the KL20 **1.14 hours**

Projected annual savings with the KL20 – from accurate counting alone **\$1,274**



"My peace of mind comes from knowing that no pharmacist or tech can grab the wrong drug and get it bottled without the device beeping at them and demanding a 'why'."

Greg Mitchell