



## Medication Optimization Solution Reduces Cycle Time and Rework and Increases Safety and Efficiency

### Aurora Health Care

Aurora Health Care is a not-for-profit Wisconsin health care provider serving more than 90 communities throughout eastern Wisconsin and Illinois. The 14 Aurora Health Care hospitals have deployed a wide range of technologies including electronic health records (EHR), electronic medication administration records (EMAR), automated clinical documentation, electronic order entry (EOE), and automated dispensing cabinets.

### Enhancing Operational Efficiency

*Hospitals & Health Networks* magazine has named Aurora Health Care to its list of "100 Most Wired" health systems for more than five years. To achieve this "Most Wired" designation, hospitals must have higher patient satisfaction scores, lower risk-adjusted mortality rates and better results on other key quality measures because of their use of information technology.

Aurora has demonstrated an understanding that while technology plays a critical role in helping to improve the quality of health care, efficient, consistent processes are a vital foundation to its success.

As Aurora Health Care planned to implement Bar Code Medication Administration (BCMA), an internal team was charged with designing a template for each Aurora facility to follow to deploy the system. "We decided to start by problem-solving any existing process issues related to medication delivery," said Mary Cieslak-Duchek, RN, MSN, Director of System Nursing Integration at Aurora Health Care. "Our goal was to increase efficiency and reduce waste while also providing a strong foundation for BCMA."

### The Solution: Partnering with Experienced Clinicians

Aurora chose the Medication Process Optimization solution from AmerisourceBergen to help them improve the "last 100 feet" at the 14 existing Aurora facilities and for the new Aurora Summit hospital which was in the planning stages.

"Starting with Aurora Sinai, we brought in AmerisourceBergen to help us evaluate our medication administration processes and help us apply lean methodology to improve nursing workflow and procedures," Cieslak-Duchek said.

"The AmerisourceBergen consulting team included a pharmacist, a nurse and a lean expert. This combination of people with health care expertise really has tremendous benefit," Cieslak-Duchek explained. "We were impressed with their ability to apply lean methodology to the specific requirements of a patient care environment."

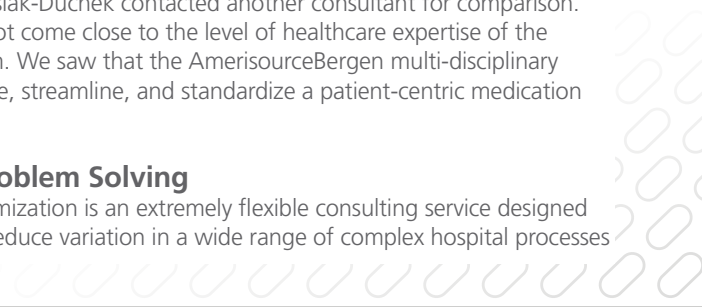
In her due diligence, Cieslak-Duchek contacted another consultant for comparison. "The other vendor did not come close to the level of healthcare expertise of the AmerisourceBergen team. We saw that the AmerisourceBergen multi-disciplinary team could help us create, streamline, and standardize a patient-centric medication administration process."

### Rapid, Effective Problem Solving

Medication Process Optimization is an extremely flexible consulting service designed to eliminate waste and reduce variation in a wide range of complex hospital processes

Planning to increase efficiency and reduce waste while also providing a strong foundation for BCMA, Aurora Health Care chose the AmerisourceBergen Medication Process Optimization solution. While the focus of the consulting effort was optimizing medication administration in the "last 100 feet," the impact was organization-wide according to Mary Cieslak-Duchek, RN, MSN, Director of System Nursing Integration at Aurora Health Care.

"The changes we're making as a result of the Medication Process Optimization solution from AmerisourceBergen are enhancing efficiency for our nurses, Health Unit Coordinators, and pharmacy teams," Cieslak-Duchek said.





**“With the help of AmerisourceBergen’s Medication Process Optimization solution, Aurora is improving the efficiency of key work environments on patient floors and in the pharmacy, enhancing patient safety, and increasing the availability of supplies and medications at the right times and places.”**

**– Mary Cieslak-Duchek, RN, MSN,  
Director of System Nursing Integration,  
Aurora Health Care**

For more information about these and other Quality Care Solutions, contact AmerisourceBergen at 877-892-1254, email [solutions@amerisourcebergen.com](mailto:solutions@amerisourcebergen.com), or visit our website at [AmerisourceBergenDrug.com](http://AmerisourceBergenDrug.com).

including the medication administration process. Proceeding from assessment through design and implementation to sustainability, the medication process optimization best practices are based on standards and guidelines of the Institute for Safe Medication Practices (ISMP), the American Society of Hospital Pharmacists (ASHP), and the Institute for Healthcare Improvement (IHI), among others.

With the help of AmerisourceBergen, Aurora Sinai chose a multidisciplinary team of twelve stakeholders to take part in the initial three-day workshop, including members of the nursing, pharmacy, information technology, and quality departments.

“The AmerisourceBergen team did a wonderful job of immersing our staff in the Patient-Centric Medication Process,” Cieslak-Duchek noted. “AmerisourceBergen has a very rapid, tight methodology to optimize the hospital staff’s interaction with them.”

“The results of the process were very specific actions to make workflow and medication administration more efficient,” Cieslak-Duchek said. “The pre-planning was impressive and the workshop allowed adequate time to explore in-depth issues. The methodology also established a cohesive team to help identify and solve system inefficiencies on an ongoing basis.”

### **The Result: Reducing Cycle Time and Re-Work and Increasing Safety and Efficiency**

“The Medication Process Optimization solution had a direct impact on efficiency at the first Aurora facilities where it was applied and those results are being used to help us develop a set of best practices for patient-centric medication administration across all of the hospitals in the Aurora Health Care system,” Cieslak-Duchek stated.

One example is Aurora St. Luke’s: licensed for 938 beds and currently with 626, Aurora St. Luke’s is internationally known for heart care expertise. At Aurora St. Luke’s, some of the targeted results of the AmerisourceBergen Medication Process Optimization solution include:

- Reducing cycle time from medication acquisition to administration and documentation by standardizing medication storage closer to the patient
- Decreasing the amount of pharmacy re-work by eliminating duplicate dose requisitions
- Increasing pain-management patient satisfaction by streamlining and coordinating pharmacy-nursing workflow

In addition to establishing system-wide best practices for existing hospitals, the results are helping facilitate decision making for construction of the newest Aurora hospital, Aurora Summit.

“AmerisourceBergen is helping us with the Aurora Summit project, including planning prior to equipment arrival and workflow design among other vital steps,” Cieslak-Duchek stated.

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