



# Mass General improves capacity, flexibility, and security with XT cabinets

## Customer Profile

The No. 2-ranked hospital in the country by *U.S. News & World Report*, Massachusetts General Hospital has 1,035 beds, a Level I trauma center, and patients who seek care from across the globe. It's the largest teaching hospital of Harvard Medical School and houses the most robust hospital-based research program in the U.S.

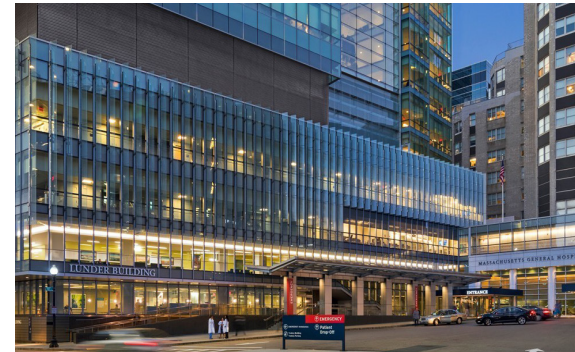
## The Challenge

Mass General had been successfully using Omnicell's G4 Automated Dispensing Cabinets for nearly a decade, dispensing 80% of its medication doses via 260 cabinets. But with many of those cabinets nearing capacity – and the end of their lifespan – the hospital wanted a new solution. The team's needs: greater capacity, flexibility, and medication security.

## The Solution

The hospital upgraded to the Omnicell XT Automated Dispensing Cabinet System. Soon after the XT cabinets were installed, nursing and pharmacy began realizing greater efficiency and other benefits from the new features.

- Larger capacity prevents stockouts
- Greater flexibility helps optimize cabinet inventory levels
- Real-time use data updates can be sent to the cloud
- Metal locking lid drawers enhance security
- Reliability supports uninterrupted patient care



### Massachusetts General Hospital Boston, Massachusetts

#### Challenge

- Approaching storage capacity limits in automated medication cabinets
- Desire for greater security
- More storage flexibility

#### Solution

- Omnicell XT Medication Dispensing System

#### Impact

- 6.6 million doses per year from XT cabinets
- 99.99% cabinet uptime
- 20–30 minutes average swap time for new XT cabinets, after preparation
- Increased capacity and efficiency
- Enhanced security

## The Impact

After preparation, the pharmacy team was able to replace existing cabinets with the new XT cabinets, averaging between 20–30 minutes each.

## Boosting Capacity, Security, Peace of Mind

At Mass General, getting medications from the Central Pharmacy to patient units in seven different buildings involves a lot of walking – and elevators.

“Our hospital is so big, it takes us a while to get from our pharmacy to even the closest floors, and the elevators are slow,” explained Benjamin Pennell, Manager of Central Pharmacy Operations. “That’s why we rely so heavily on our Omnicell cabinets. We try to maximize the meds in our cabinets so nurses have what they need close by.”

Maximizing space was another reason why the hospital upgraded to XT cabinets. Not only does the greater capacity allow for storing more items to prevent stockouts, but XT cabinets also accommodate larger items. This capability enables the team to take greater advantage of its 503B partnership and store more compounded medications with longer beyond-use dates (BUDs).

Nurses have welcomed the XT’s smooth operation, brighter Guiding Light technology, and simpler cabinet organization. With the XT’s wide range of drawer and bin sizes, a drug can now be stored in a single large bin, instead of across several small bins.

The XT cabinets feature all metal locked and lidded drawers, enhancing medication security and allowing the team the flexibility to store a variety of controlled substances. At Mass General, all controlled substances must be in locked bins.

Because XT cabinets can provide near real-time data to the cloud, the team also plans to take advantage of the Omnicell One™ intelligence solution. Omnicell One is a cloud-based technology-enabled service that provides medication visibility, insights, and workflow recommendations to optimize par levels, reduce risk of expiring medications, and help manage medication inventory levels and value.

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“ We’ve been live now for almost a year, and the XT cabinets have worked really well; they’ve been very reliable. That helps me sleep at night.”

■ Benjamin Pennell  
Manager of Central Pharmacy Operations

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“ The new, larger bin sizes make it much easier for nurses to locate medications, and there’s no confusion about whether an item has stocked out.”

■ Ezekiel Ndungu  
Automation Technician

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