



Saint Luke's

Saint Luke's improves inventory management and visibility with intelligence solutions

Customer Profile

Saint Luke's Health System includes 16 hospitals and campuses across the Kansas City region in both Missouri and Kansas. The system includes 200 primary care and specialty offices treating patients in 65 specialty services.

The Challenge

Saint Luke's primary challenge was lack of real-time visibility to their medication inventory across the health system. They did not have a standardized data set for buyers and other staff to determine where drugs were located, which led to burdensome and costly manual processes. Saint Luke's growth from acquisitions further accentuated the need to create standardization across locations and increase communications.

National drug shortages exacerbated the inventory challenges, adding pressure to healthcare providers, pharmacy personnel, and individual facility finances – and potentially impacting patient care. Saint Luke's was monitoring around 150 drug shortages a week, and many buyers and technicians were actively counting 30 to 40 critical medications and populating a spreadsheet to keep track of the stock across the system.

The Solution

Saint Luke's adopted Omnicell intelligence solutions and services as part of a multifaceted approach to medication inventory management. They specifically sought to reduce expired medication expense and increase sharing of low-volume drugs across the health system.

Because just 20% of inventory accounted for 80% of drug spend, pharmacy leaders focused on par level management of these high-cost drugs.



Saint Luke's Health System Kansas City, Missouri

Challenge

- Departments working in silos
- Lack of standardization
- Inventory and stock visibility issues

Solution

- Omnicell Intelligence Solutions

Impact

- Reduced drug inventory by 12% systemwide
- Reduced expired medications
- Assisted in reducing drug waste by \$20,000 per month

Their goals included:

- Replace manual “sticker” system with digitized central pharmacy inventory processes
- Automate medication inventory management
- Expand previously limited utilization data to determine usage

The Impact

Adding Omnicell intelligence solutions produced both an immediate impact and long-term results. The main results centered on inventory reduction and improved processes, including the following:

- Reduced drug inventory by 12% systemwide
- Reduced expired medications
- Assisted in reducing drug waste by \$20,000 per month
- Processing over 1,000 line items per month

Future Vision

The Omnicell partnership has brought Saint Luke's closer to their vision of digitizing medication inventory and gaining visibility across all sites. They plan to take their pharmacy operations to the next level by collaborating with Omnicell and their EHR partner, with initiatives that include:

- Automated reporting of soon-to-expire medications and relocation
- Centralized distribution center for Saint Luke's Health System

“ We were looking for a solution to address several multifaceted challenges, and our Omnicell partnership has assisted us with meeting our goals.”

- **Greg Teale, PharmD, BCPS**
VP Pharmacy Services,
Saint Luke's Health System

“ The Omnicell partnership has enhanced our inventory management in certain areas across multiple sites. I think the biggest win for me is the secure platform and no more lost paper sheets!”

- **Mark Steinbeck, RPh, MBA**
Pharmacy Director,
Saint Luke's East Hospital
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