



# Torrance Memorial's EHR-ADC interoperability leads to gains in safety, efficiency

## Customer Profile

Torrance Memorial Medical Center is a 443-bed, nonprofit medical center serving the beach cities and surrounding towns of the South Bay area of Los Angeles, and is affiliated with Cedars-Sinai Health System.

## The Challenge

Before Torrance Memorial started its transition to a cartless medication distribution model, pharmacy leaders already anticipated potential nursing workflow issues. They wanted to avoid creating new practice bottlenecks and desired to simplify medication retrieval and administration workflow to allow nurses to focus on the patient, not the technology.

With a view toward providing a holistic patient-centric medication management system, pharmacy leaders sought to standardize processes and reduce:

- Amount of time nurses spend retrieving medications
- Number of medication storage locations
- Complexity of managing multiple patient care systems

## The Solution

Pharmacy leaders chose to standardize using an interoperability solution that exchanges information directly between their Cerner Millennium® EHR system and Omnicell Automated Dispensing System. The solution set includes:

- Cerner CareAware iBus™, which provides plug-and-play bidirectional communication
- Omnicell mPage in Cerner PowerChart®, which enables nurses to check medication availability in real time, remotely queue them for retrieval, and remotely document waste



**Torrance Memorial Medical Center**  
Torrance, California

### Challenge

- Wait times at medication cabinets
- Multiple medication systems
- Medication waste discrepancies

### Solution

- EHR-ADC interoperability
- Omnicell mPage

### Impact

- Reduced nurse med retrieval time 52%
- Reduced medication discrepancies 78%
- Achieved 80% nurse adoption
- Eliminated need for HL7 customization
- Enhanced nursing-pharmacy communication

## The Impact

The interoperability between the EHR and automated dispensing cabinet (ADC) changes the way Torrance Memorial nurses view medication management. Dispensing practices shifted to the bedside where a nurse can have a conversation with a patient and have the medications ready for retrieval at the cabinet when needed.

From the Omnicell mPage, nurses can:

- Remotely queue medications for multiple patients
- View alternative medication storage locations
- Remotely document waste

After reviewing the medication availability in the mPage, nurses can communicate with pharmacy from the MAR within PowerChart. Eliminating redundant workflow steps has resulted in a 52% nurse time savings in medication retrieval. Now, more than 62% of all nursing medication issue transactions are done remotely through Omnicell's mPage, with transitional care unit nurses using it 80% of the time.

## Closed-Loop Accountability for Discrepancies

The EHR-ADC interoperability also automatically identifies variances between medications dispensed from the cabinet versus medications documented as administered and/or wasted.

The Torrance Memorial team found the near-100% visibility of potential transaction discrepancies helpful in:

- Improving waste compliance
- Providing individual accountability
- Identifying remedial training opportunities
- Saving time for nursing and pharmacy

The integrated solution also can reveal system gaps, explained Sharon Higgins, Clinical Informatics Pharmacist. "In addition to having better visibility of wasted items that may not be documented properly or documented at all, it also helps identify potential areas for practice improvement. For example, we identified areas that informed a lean management team project in our PACU and how we dispense hydromorphone," she said.

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“ The remote waste feature was an absolute game changer. Nurses don't have to hunt for a witness and meet at the cabinet to document a waste. They can do it right at their workstations on wheels.”

“ Our pharmacy technicians also use the mPage to interact with nurses. They review the mPage to verify stock in the unit or an alternate Omnicell cabinet in the unit. They can then message back on the med request, which is part of Cerner's Enhanced Medication Request functionality.”

- Sharon Higgins, RPh  
Clinical Informatics Pharmacist
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