INNOVATION

Unveils **Pharmacy Intelligence**

What is Pharmacy Intelligence from Innovation?

Pharmacy Intelligence™ is a distinct combination of application-based data analytics, computer-animated process simulation, and Lean Six Sigma process analysis. We've developed this rather unique service with the assistance of Binghamton University's Watson Institute for Systems Excellence (WISE).

Using these intelligence and analysis tools, we build and analyze customer scenarios using their pharmacy-specific data simulated through various automation and production logistics technologies, workflows, and physical configurations. The entire exercise assesses operational risks, optimizes system designs and processes, and accurately forecasts results. Thus, customers get real answers before they invest and they don't incur the costs of implementing and then changing a live production system. This saves them invaluable time and resources, and gives them complete confidence in their system design, growth path, and automation decisions. With hard data supporting their position, they can confidently proceed with all the critical elements of their strategy.

How does Innovation distinguish Pharmacy Intelligence from business intelligence?

Our definition of Pharmacy Intelligence is fundamentally business intelligence enhanced and applied to pharmacy through our proprietary pharmacy-specific data analysis, pharmacy fulfillment process simulations, and Lean Six Sigma for pharmacy-explicit workflows.

With Big Data and its propensity to morph into business intelligence such a hot topic, it's important to understand that our PharmASSIST® systems have always been ahead of their time—designed from the ground up with next generation data mining and reporting capabilities. They capture, track, report on, analyze, and feed every data bit to our process simulation tool, and they easily integrate with various third party systems such as inventory management, shipping, and customer service apps for all types of analysis. Our PharmASSIST Symphony® system is extremely flexible and enables all types of custom querying and reporting, custom application dashboards, and system monitoring. When customers require pharmacy-specific functionality, our Custom Software Development Services team works with them to implement their requirements.

SMART STRATEGY POWERED BY PHARMACY INTELLIGENCE

Our computer-animated process simulation provides full graphic visualization of fulfillment processing using various automation technologies, conveying systems, workflows, and physical layouts. The simulation helps the project team visualize and understand the impact of every imaginable input from basic staffing models to the addition of a bagging or packaging device to an unexpected surge in a particular aspect of their order mix. It also analyzes customer order trends, such as seasonality, average Rxs per patient, typical medication combinations in orders, order flow peaks and valleys, and it refines system designs, risk assessments, forecasted results, and ROIs.

How does Pharmacy Intelligence help retail chains make better decisions about investing in pharmacy automation, such as a proposed Central Fill system?

From our conversations with chains, a common theme we hear is they're disappointed in their current systems' flexibility and performance, and the systems don't achieve the promised results. They want to innovate using smart data analysis, and they want us to prove how our automation can provide a definitive financial return on investment through compelling data and measurable results in a defined time period. They basically want to do it right the first time.

Pharmacy Intelligence enables them to do just that… it analyzes and simulates system designs, physical space, throughput objectives, formularies, 30-day vs. 90-day fills, changes in the order mix, workflows, staffing models, and so on. Based on all of this, we "right-size" the customer's technology options with a substantiated path for future expansion, we accurately forecast their results, and we provide information needed to develop a proven ROI.
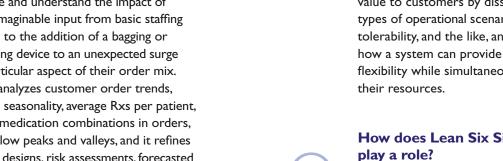
As part of this process, we also recognize that pharmacy fulfillment centers, or central fills, are unique. Their "end product" varies widely, their throughput is order dependent, and their formulary can be huge. Thus, our Pharmacy Intelligence brings exceptional value to customers by dissecting all types of operational scenarios, variance tolerability, and the like, and showing how a system can provide the ultimate flexibility while simultaneously optimizing their resources.

How does Lean Six Sigma play a role?

Applied to pharmacy, Lean Six Sigma's main focus is on eliminating inefficiency and waste, improving quality, and providing flexibility in a customer's prescription fulfillment process. We evaluate every step and nuance of their workflow, and show them how they can streamline and optimize their process. Most importantly, we make sure customers and their staffs completely understand, appreciate, and embrace the value that the improvements will bring to their pharmacy and business. As you'd expect, our experience is that acceptance or "buy-in" down to the staff level is extremely important to the success of an engagement, and ultimately to the patient's overall experience.

How can retail chains and other types of pharmacies take advantage of this unique service offering?

Customers can simply contact us to set up an initial meeting to discuss how our services may benefit their organization. We'll want to hear about their goals, we'll walk them through our Professional Services engagement process, and we'll discuss project options we believe make the most sense for them.

Analyze   Visualize   Optimize   Economize

INNOVATION

Optimizing outcomes through
Pharmacy Intelligence™

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