TouchPoint MEDICAL

ORGANIZATION

Oklahoma County Crisis Intervention Center (OCCIC) located in Oklahoma City, OK

OVERVIEW

The Oklahoma County Crisis Intervention Center (OCCIC) is a state-of-the art adult facility located in metro Oklahoma City that provides short-term inpatient psychiatric services for individuals aged 18 and older. The center is comprised of a 16-bed crisis unit with an attached 15-chair Urgent Recovery Center (URC) which acts as the assessment hub for many crisis beds across the state and handles mental health, substance abuse and co-occurring issues. It offers observation, evaluation, and emergency treatment and referral services. The URC provides up to 24 hours of crisis intervention and related services for individuals needing behavioral health services and responds immediately to mental health or substance abuse emergencies.

OCCIC, is managed by the Oklahoma Department of Mental Health and Substance Abuse Services, which is responsible for providing services to individuals affected by mental illnesses. The department, founded in 1953, offers alcohol and drug treatment programs, as well as outpatient counseling solutions.

medDispense® L series

Seamless ADC Upgrade Results in Safer, More Efficient Care

The right medication storage solution to match a facility's needs is a critical decision.

SECURITY, EFFICIENCY

Medication security and workflow efficiency are crucial to the medication delivery process. OCCIC was using a legacy TouchPoint Medical medication management system that was more than 10 years old. Although it was meeting the facility's needs, new technology was available. OCCIC was seeking a solution that would offer security and ease of use combined with affordability and outstanding customer service. The facility chose the medDispense® L series automated dispensing cabinets (ADCs). The medDispense® medication management line provides the widest range of interchangeable dispensing hardware available, powered by medLogic,™ a fully integrated software platform. The system's single item control accommodates a wide range of medication sizes that require higher safety and security than open compartments.

The L series ADCs provide secure, high-capacity single-item control for up to 324 items in lidded compartments. The available configurations allow for the customization of two drawer sizes and nine compartment

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sizes. Designed to reduce the risk of medication errors and provide secure storage, medDispense® ensures proper safeguards are in place for each item that is dispensed. Items held within the compartments are hidden to increase security and protect the contents from light. All medDispense® cabinets are interchangeable, giving facilities the most flexibility and security for storing single-dose and bulk items.
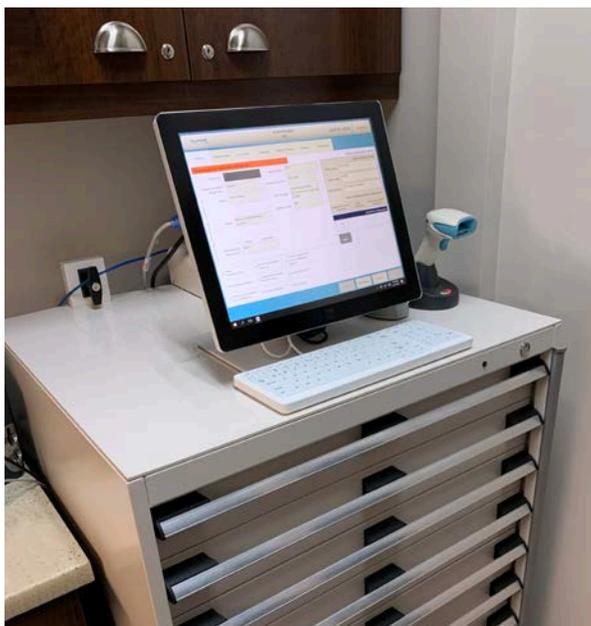
medDispense® L series at OCCIC

PICK-TO-LIGHT TECHNOLOGY

Light-directed picking or pick-to-light systems are order fulfillment technologies that provide accurate, simple and efficient methods of picking, putting, sorting and assembling products. Used in a variety of industries, pick-to-light systems direct users to an item's exact location thereby decreasing errors and eliminating manual decision-making from the retrieval process. The medDispense® system incorporates this pick-to-light technology, enhancing the accuracy and efficiency of medication dispensing. Lights guide the user to the correct cabinet, drawer, and compartment making it easier and faster to locate and correctly dispense the selected items. The time a nurse spends visually scanning drawers and compartments to find the right medication is wasted time.

The medDispense® ADCs boast steel construction and high-strength tamper evident locks that cannot be forced open, and all surfaces are infused with Microban® antimicrobial additives.

The medLogic™ software platform—which is also highly configurable—allows for built-in safeguards such as precounts, patient medication profiles, receipt and label printing, and configurable patient and medication searching. The controlled substance inventory management software provides a closed-loop restocking process. TouchPoint Medical's medDispense® features additional software safeguards including allergy alerts, duplicate dose alerts, bar code scanning, look-a-like/sound-a-like alerts, and tall man lettering.

SUPPORTED INTEGRATION: MAKING THE SWITCH

The TouchPoint Medical team provided step-by-step support and assistance during the week-long integration period as OCCIC switched from its old system to the new L series medDispense® cabinets. The facility noted that the process was seamless and smooth, and the training the customer received was effective and efficient. In fact, the TouchPoint Medical team came onsite at 9 pm to train the nightshift.

The group says that the update with medLogic™ was very user-friendly, and the staff only had to adjust to a new look with the touch screen being intuitive and similar to what they were used to. Because they did not need to undertake IT upgrades, incorporating the new operating system was hassle free.

Prior to the upgrade to medDispense® L series, the staff had printed the restock reports themselves and then fax the information to the pharmacy. Now, the system's PharmacyCenter™ software module provides visibility so that the facility's pharmacy can remotely view and control inventory. Not only does this save time but it also helps avoid waste and overages, providing financial benefits to the facility. All medications and supplies stored in a controlled, locked, and credentialed environment.

medDispense® L series

The medDispense® system is highly scalable and can be adapted to the clinic's changing needs. It is designed so facilities can tailor a solution that fits their unique workflow, ensuring efficiency for the health care staff and safety for patients.

CONCLUSION

TouchPoint Medical's Professional Services team works closely with customers to ensure medication locations and security levels are optimized for the facility's processes. The team will tailor system interfaces and provide remot e technical support throughout the life of the equipment. TouchPoint Medical is committed to developing customer-driven solutions that advance healthcare professionals' exceptional delivery of care by improving workflow efficiency and safety.

The nurses at OCCIC are happy with the new ADCs and are extremely pleased to be able to access needed medications with a more simplified and streamlined system. The facility says that TouchPoint Medical's customer service has been responsive, and the few issues that have emerged since the integration have been successfully handled through collaboration. Since then, it has been smooth sailing and all of the staff's interactions with TouchPoint Medical have instilled confidence.

BRINGING CARE FORWARD.™

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