

HOW TO GET THE MOST FROM YOUR AUTOMATIC DRUG DISPENSING SYSTEM

A case story from Slingeland Hospital



SLINGELAND UPGRADES ITS AUTOMATIC DRUG DISPENSING SYSTEM

As part of a plan to increase patient safety through their hospital and care homes, Slingeland Hospital's pharmacy began using an automatic drug dispensing system in 2015. The system worked for several years but the staff was never satisfied with the level of support and technical knowledge from their supplier.

Here you can follow the process of Slingeland's upgrade to a new automated drug dispensing system and get practical advice from their Pharmacy Manager and Quality Officer on the smartest approach to implementation.

SLINGELAND HOSPITAL, THE NETHERLANDS



1 hospital,
2 outpatient clinics
1,800 professionals
on staff:
140 physicians,
700 nurses



Pharmacy staff:
5 pharmacists
35 pharmacy
technicians



15,000 clinical
patients
and 200,000
outpatients
served a year



250 hospital beds
and >900 home
care beds





PRIORITISING A FULL-SERVICE SOLUTION

In 2021, when they began to experience issues with package control, the Slingeland pharmacy staff started looking for a new all-in-one automated drug dispensing solution where safety, efficiency and service were equal parts of the offering.

“Ensuring patient security, especially in our care homes, was our overall ambition,” says Johan van der Elsen, Pharmacy Manager at Slingeland. “But when choosing a solution, we prioritized an efficient digital platform, a proven implementation process and, first and foremost, reliable service and support.”

In 2021, Slingeland went live with the PROUD System from Baxter, which lived up to their expectations on all parameters. Working closely with Baxter engineers, Slingeland experienced a smooth, efficient implementation and training process and benefits ongoingly from proactive maintenance and responsive support.

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Johan van der Elsen, Pharmacy Manager at Slingeland

SLINGELAND HOSPITAL'S JOURNEY: A TAILORED, COLLABORATIVE THREE-STEP IMPLEMENTATION PROCESS

A KNOWLEDGE-LED APPROACH TO IMPLEMENTATION

Soon after Slingeland chose Baxter as its provider, the two parties engaged in an in-depth analysis of the hospital's current systems and processes. The purpose was to ensure the PROUD System would fit well into the hospital's technical setup while complementing daily work routines.

A series of site inspections and start-up meetings were arranged where the Slingeland users collaborated closely with Baxter engineers. Together the two teams defined the standards and outcomes they were looking to achieve.

"Taking the time to understand the hospital information system and processes was extremely valuable to us," says Quality Officer Machteld Bruil. "It armed our team with the knowledge we needed to talk to stakeholders throughout the hospital and gave us the credibility we needed to get everybody on board. It also gave us a chance to develop a tight working relationship with Baxter, which helped make the entire implementation process go smooth."

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BAXTER'S PRE-IMPLEMENTATION PROCESS AND INTERFACE INTEGRATIONS

- Start-up meetings and installation site inspection
- Assessment of current EPR and CPOE systems for interface integration
- Service contract development

**STEP
1**



STEP 2

PROFESSIONAL INSTALLATION AND PROFICIENT TRAINING

Baxter engineers created an efficient and seamless installation process, based on best practice. At the start, they shared a video with the pharmacy staff of the step-by-step implementation plan. The video aligned everyone on roles, responsibilities and expectations for the three-month process.

“The engineers were very knowledgeable – not only about their own technology, but also about our systems,” says Machteld. “They were in control and had answers to all our questions, which gave us a lot of confidence.”

Once the integration of the PROUD System with the hospital information system was complete, the validation process began. Baxter communicated its validation protocol with the staff, which again, helped simplify the process. Two days of staff training followed, where machine operators got the chance to get the Proud System under their skin.

“During training, they walked us through the configuration, operation and cleaning routines,” says Machteld. “We became experts in the hardware, software and interfaces, which helped integrate the system firmly into our pharmacy.”

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Machteld Bruil, Quality Officer at Slingeland

BAXTER’S INSTALLATION, TRAINING AND CONFIGURATION

- On- or off-premise training by Baxter training consultants
- Field engineer consulting for seamless installation
- Interface testing on-site



STEP 3

POST-IMPLEMENTATION SERVICE & SUPPORT

Preventative maintenance and 24/7 support are key components of the PROUD System solution. Baxter engineers make regular visits to the hospital to check the system to ensure against unexpected breakdowns. They check in with the staff to hear about any possible issues and offer ongoing advice for how best to work with the system.

“The Baxter support team are always professional and helpful – eager to share any knowledge that could make our lives easier. We haven’t experienced this from other suppliers and we can feel what a big difference this makes to our workday,” says Machteld.

BAXTER’S POST-IMPLEMENTATION SUPPORT AND OPTIMIZATION

- Tailored calibration and configuration of cassettes by Baxter’s in-house cassette center
- On-demand support through the 24/7 hotline
- Continuous optimization

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Machteld Bruil , Quality Officer at Slingeland

HOW SLINGELAND SET THEMSELVES UP FOR SUCCESS

The success of their automated drug dispensing system is not only attributed to Baxter. The Slingeland staff took a knowledge-based approach to the adoption of their new automated system, which served them very well.

“Getting a solid understanding of our systems and processes helped the whole staff easily adapt to new ideas and new ways of working,” says Johan. “It also made it easier to avoid issues and troubleshoot before and after the PROUD System was in place.”



ADVICE TO OTHER HOSPITALS

Reflecting on the PROUD System implementation experience, Slingeland shares advice with other hospitals considering an automated drug dispensing system.

REACH OUT TO STAFF AT OTHER HOSPITALS TO LEARN FROM THEIR EXPERIENCE

“Before choosing a provider, check in with neighboring hospitals who are using the system you’re considering – and talk to people who work with the system, not just managers, to learn about their user experience,” says Johan.



INVEST TIME IN MAPPING YOUR SYSTEMS AND PROCESS

“Had we not engaged in this process, we would not have built our understanding of the implications of implementing the new system,” says Machteld. “Mapping our systems and processes made us experts in implementing the new system, which helped us manage our stakeholders and create a smooth implementation process.”



UNDERSTAND YOUR STAKEHOLDERS

“Find out exactly who they are and how they will be impacted by the new system, so you can bring them along on the implementation journey,” says Johan. “Being knowledgeable and communicating about what you’re doing will help you gain their confidence, which again, leads to a smoother, more efficient implementation.”

MEET THE PROUD SYSTEM

The PROUD System and the full portfolio of solutions we helped implement at Bavilliers.

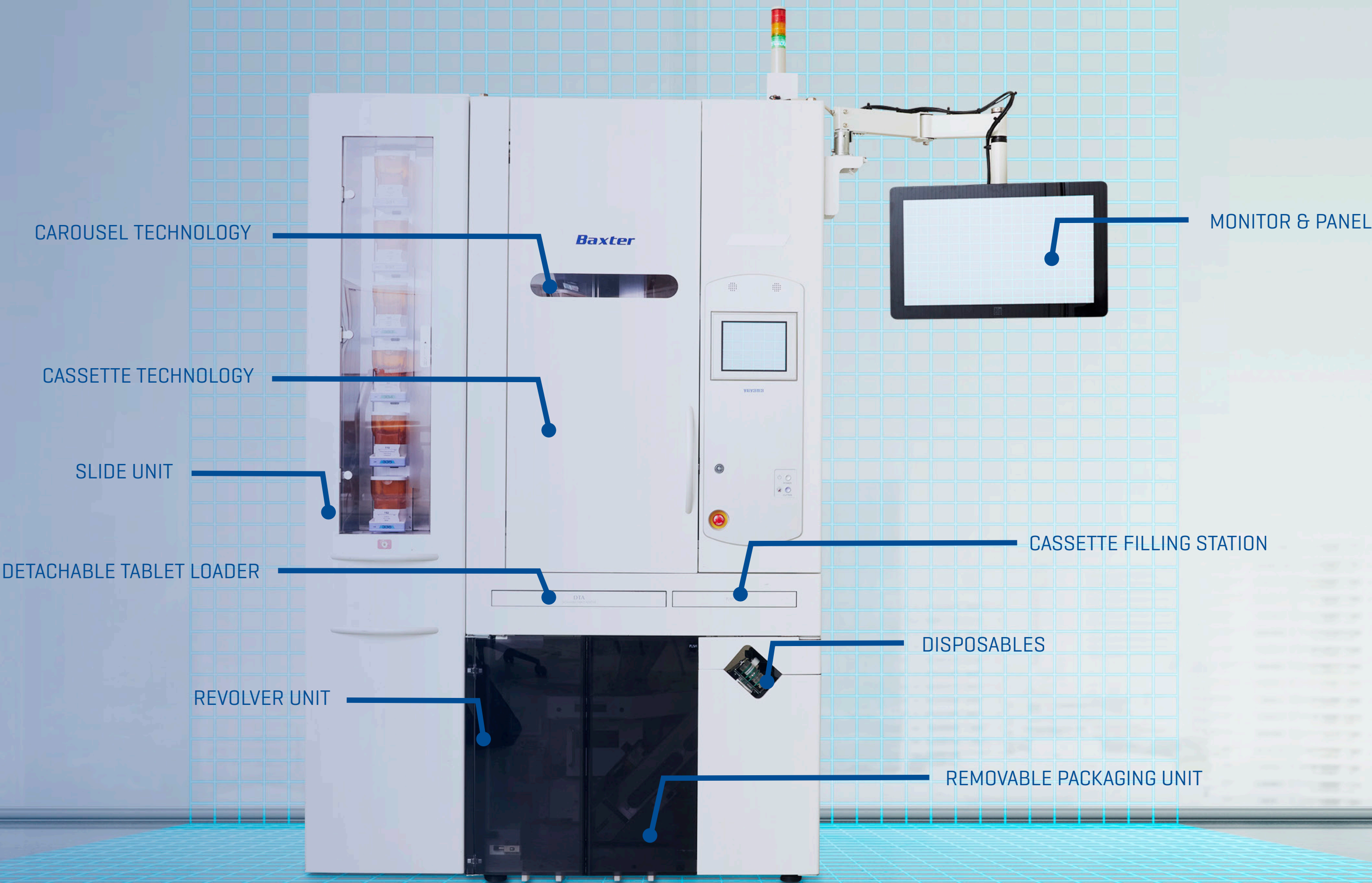
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