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Increasing Medication Access via a Medication Locker Model

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Meet the Presenters



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| Disclosures

The presenters have no real or perceived conflicts of interest related to this presentation

Note: This program may contain the mention of suppliers, brands, products, services or drugs presented in a case study or comparative format using evidence-based research. Such examples are intended for educational and informational purposes and should not be perceived as an endorsement of any particular supplier, brand, product, service or drug.

| Learning Objectives

At the end of this session, participants should be able to:

1. Recognize the benefits of a medication locker model
2. Recall potential challenges in the implementation of a medication locker model
3. Identify the key logistics to a successful locker model implementation

St. Luke's Locations



St. Luke's Medical Centers



St. Luke's Boise



St. Luke's Elmore



St. Luke's Jerome



St. Luke's Magic Valley



St. Luke's McCall



St. Luke's Meridian



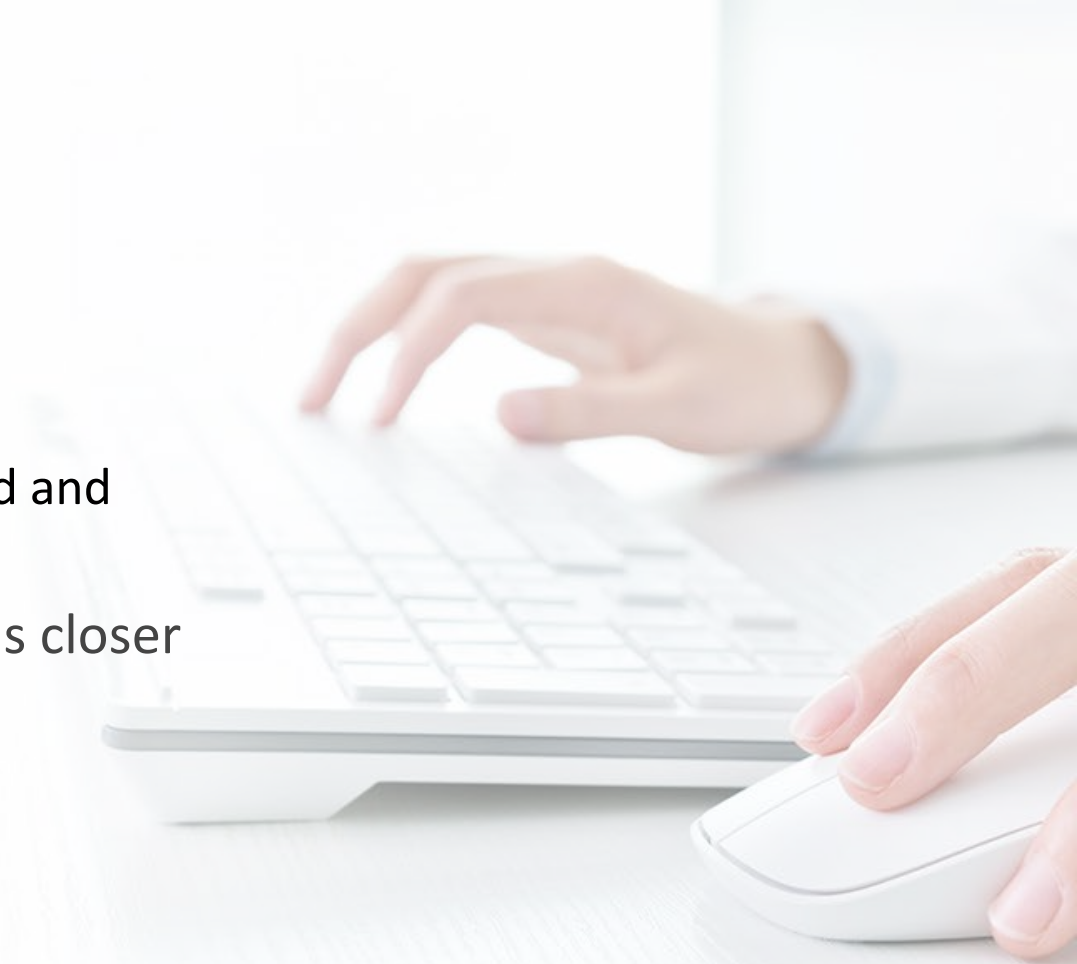
St. Luke's Nampa



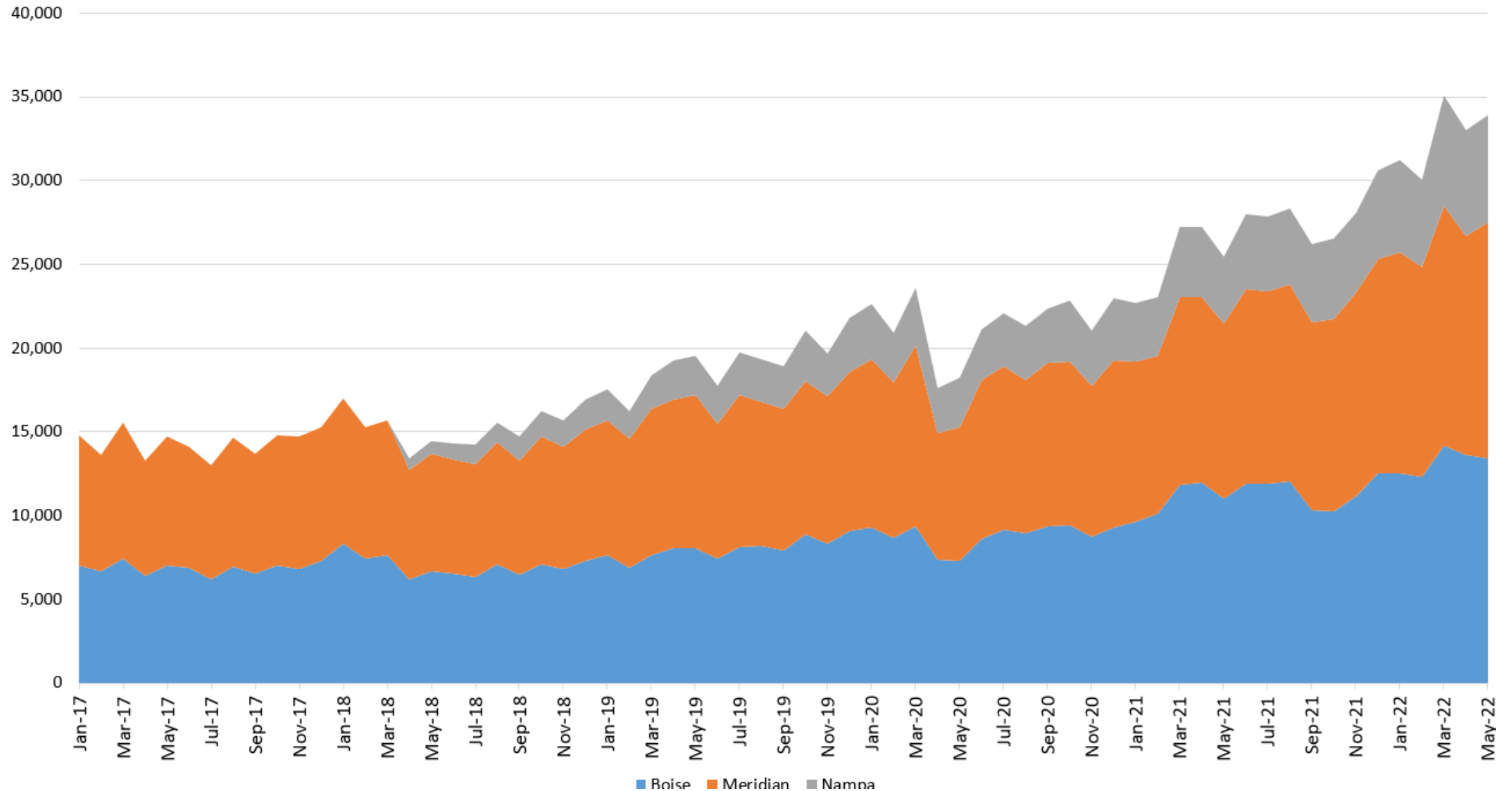
St. Luke's Wood River

| Challenges With Our Outpatient Pharmacy Network

- Access to pharmacy
- COVID-19 challenges
 - Proactive measures needed for the public to avoid crowded and confined places
- Consumers prefer more convenient access to care that is closer to home
- Retail deserts forming
 - Chains reducing staff and hours of operation
- Cost of building new pharmacies
- Community members currently looking to other mail order options such as Amazon and CVS
 - Heavy marketing

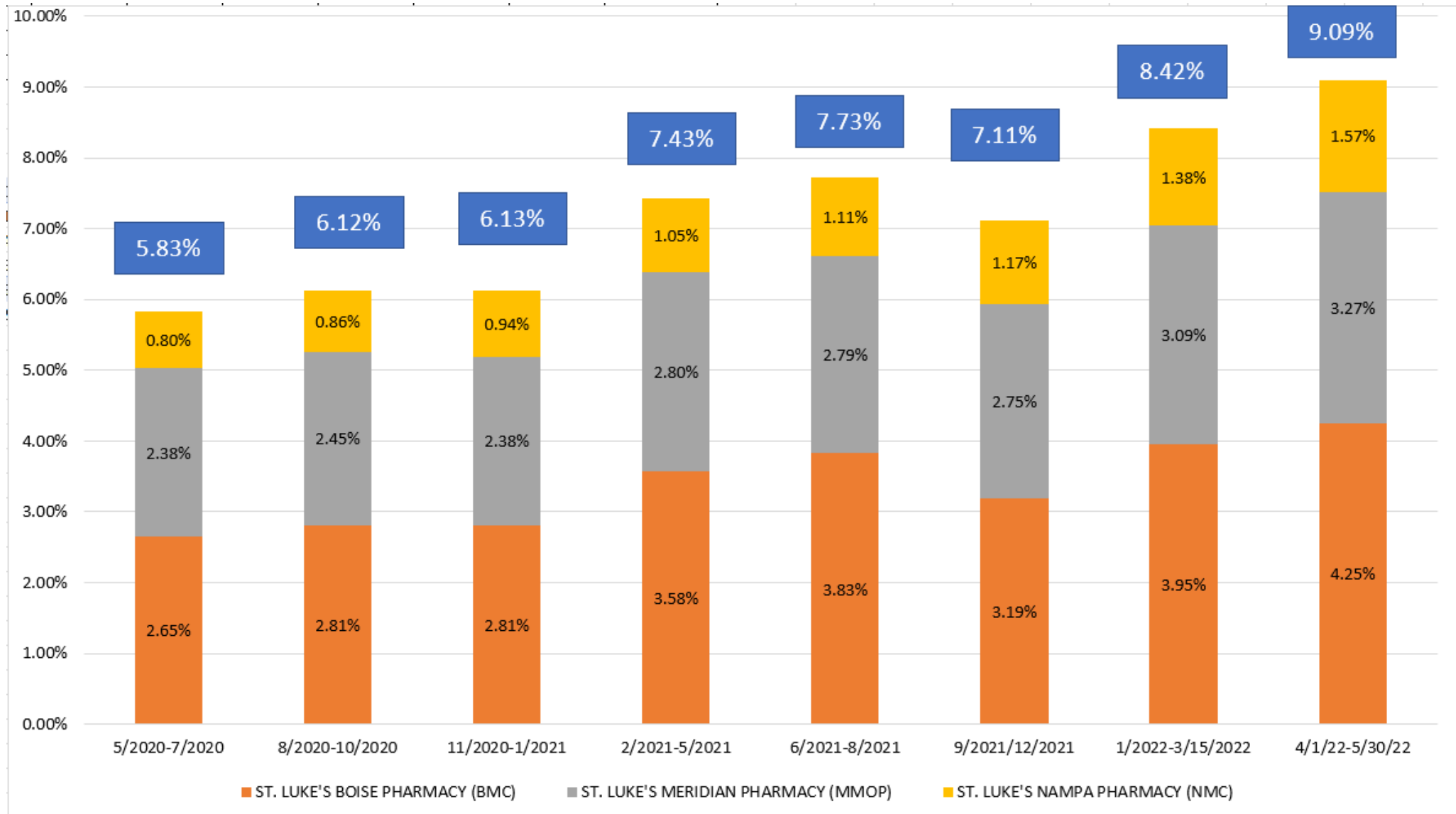


Outpatient Pharmacy Prescription Volumes



Source: St. Luke's Health

Outpatient Capture Rates Over Time



Source: St. Luke's Health

Medication Access Strategy

Medication Access work focuses on an ecosystem of solutions, including the following:

- ✓ Curbside/walk-in pick up at an outpatient pharmacy
- ✓ Medication delivery to the patient bedside (*Meds to Beds*)
- ✓ Delivery via Mail
- ✓ Limited Employee Delivery to Work Areas
- ✓ Medication locker placement within retail/large employment locations
- ✓ Limited Meds – 2-Beds beyond 3 Main Hospitals with Outpatient Pharmacies
- ✓ In-clinic dispensing within community clinics and urgent care – in planning phase
- ✓ Emergency Room Discharge Prescription Capture Discovery
- ✓ Home Delivery Discovery



Pharmacy Leakage & Medication Access Strategy

Leakage/Pharmacy Access Strategy



Guiding Principles for Consumer & Medication Access to Care

- Exhibit empathy for our consumers, members and patients, designing solutions that meet their needs and offer choice.
- Utilize research and best practices to guide what and how we message to consumers.
- Leverage operational economies of scale through partnerships.
- Use technology to automate processes where possible, focusing on the functional, emotional and social aspects of solutions.
- Optimize and evolve the functionality of existing resources where solutions have been identified.

Source: St. Luke's Health

Contactless Medication Locker Option

- Smart Locker Systems

- Electronic storage and distribution solution with built-in technology that automates the purchase, notification and retrieval process.
- Customers sought out contactless shopping experiences for safety.
- Companies focused on nurturing the customer experience as well as mitigating labor and cost challenges, smart locker systems has become a solution on a growing number of business strategies.

- ✓ Buy Online, Pick up in Locker (BOPI) strategy

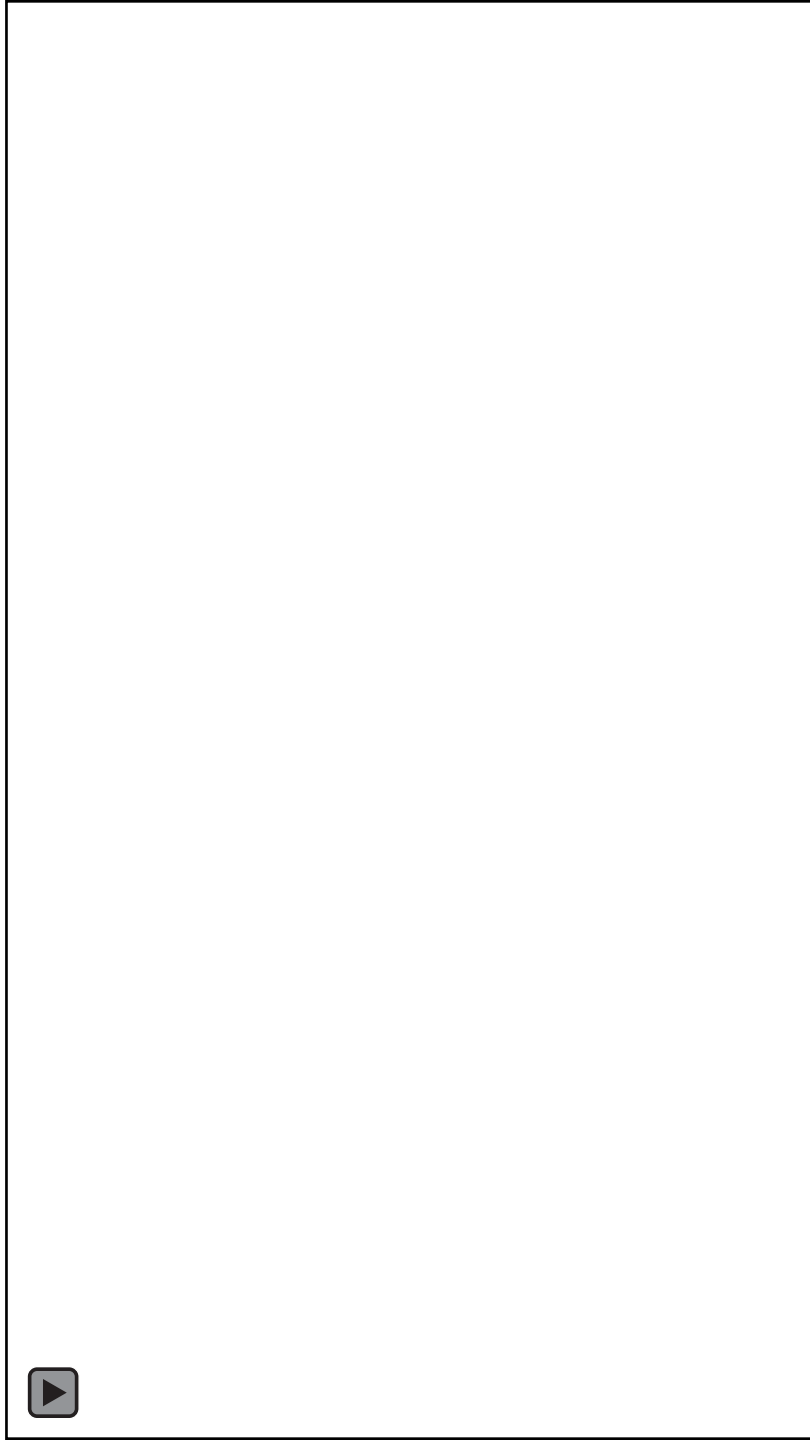
- Customizable - wrapped with SLHS logo & colors

- 30-second pick up on average

- Theoretically, zero waiting time



Medication Locker Pick Up Video



Source: St. Luke's Health



Medication Locker Journey Map



Patient chooses locker option – can use multiple options for enrollment (at locker, on SLHS app, call Rx).



Patient notified by text/email² that pharmacy is *preparing* prescriptions.



Patient notified by text/email that prescription is *ready for pick up*.



Patient picks up prescription using simple verification process³.



St. Luke's Meridian Pharmacy team transfers prescriptions.



St. Luke's Pharmacy Team fills prescriptions.



St. Luke's couriers prescriptions twice daily to each locker.




- 1- Future functionality includes the ability to enroll through the app or website
- 2- Alternative notification channels are available for patients without an email or text device
- 3- Billing or pay at the time of pick-up workflow under design. Pharmacist consult at the time or scheduled later if preferred.

Medication Locker On-Screen Advertising

NO WAIT? NO WAY!

St. Luke's Medication Locker

Order your prescriptions online, pick up any time!



St. Luke's

SIGN UP TODAY!

St. Luke's Medication Locker

To order your prescription, simply log in to your MyChart account from your computer or smart device, or visit stlukesonline.org/medlockers



St. Luke's

SAFE & SECURE!

St. Luke's Medication Locker

When your prescription is ready, we'll email and text you a unique pickup code and a QR code.



St. Luke's

JUST PICK UP & GO!

St. Luke's Medication Locker

Visit the locker at your convenience. Scan your QR code or enter your pickup code to receive your prescription.

Questions? Talk to a St. Luke's pharmacist Monday-Friday, 8 a.m.-7 p.m. and Saturday 8 a.m.-3 p.m. by calling 208-706-5255. Or use the locker phone provided, during your transaction, to reach a pharmacist during business hours.



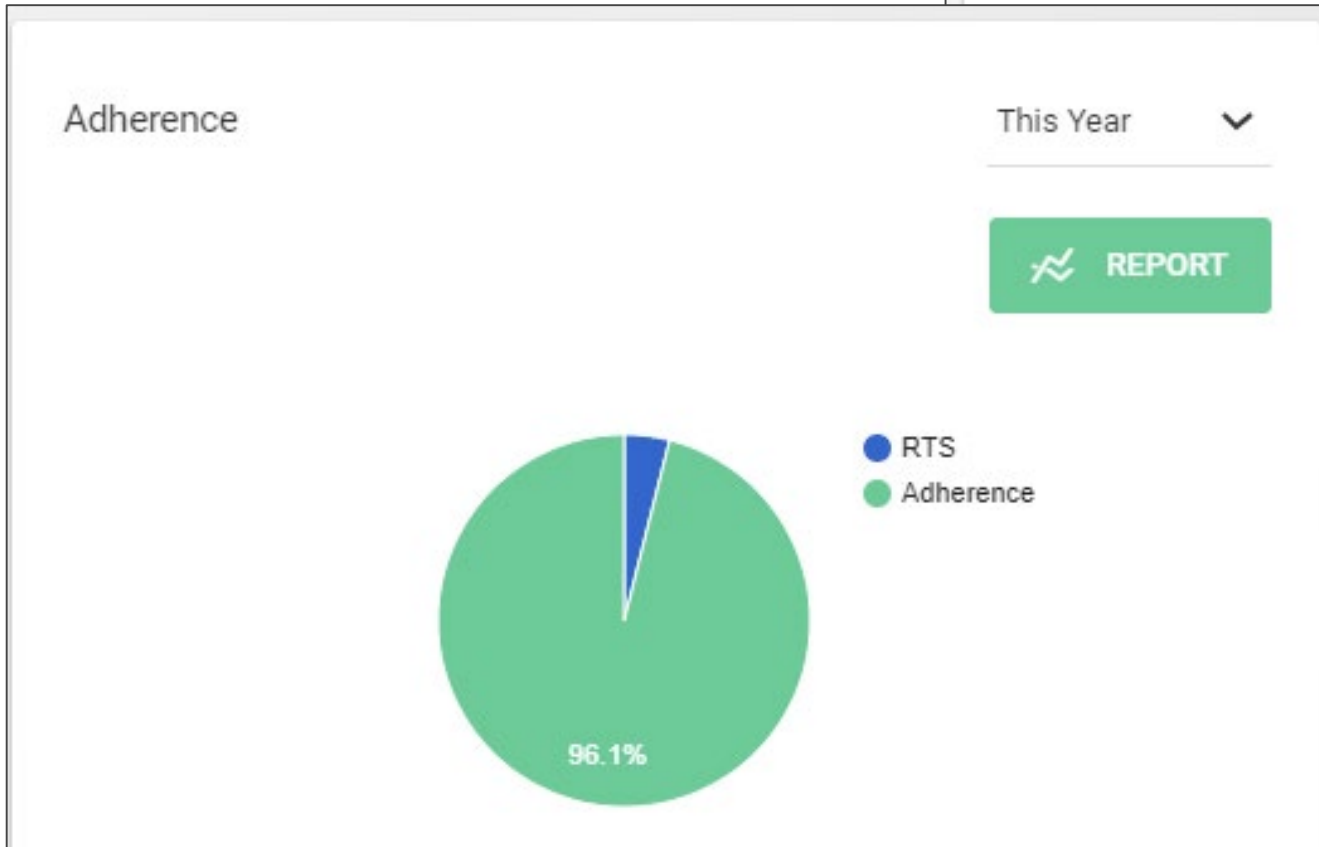
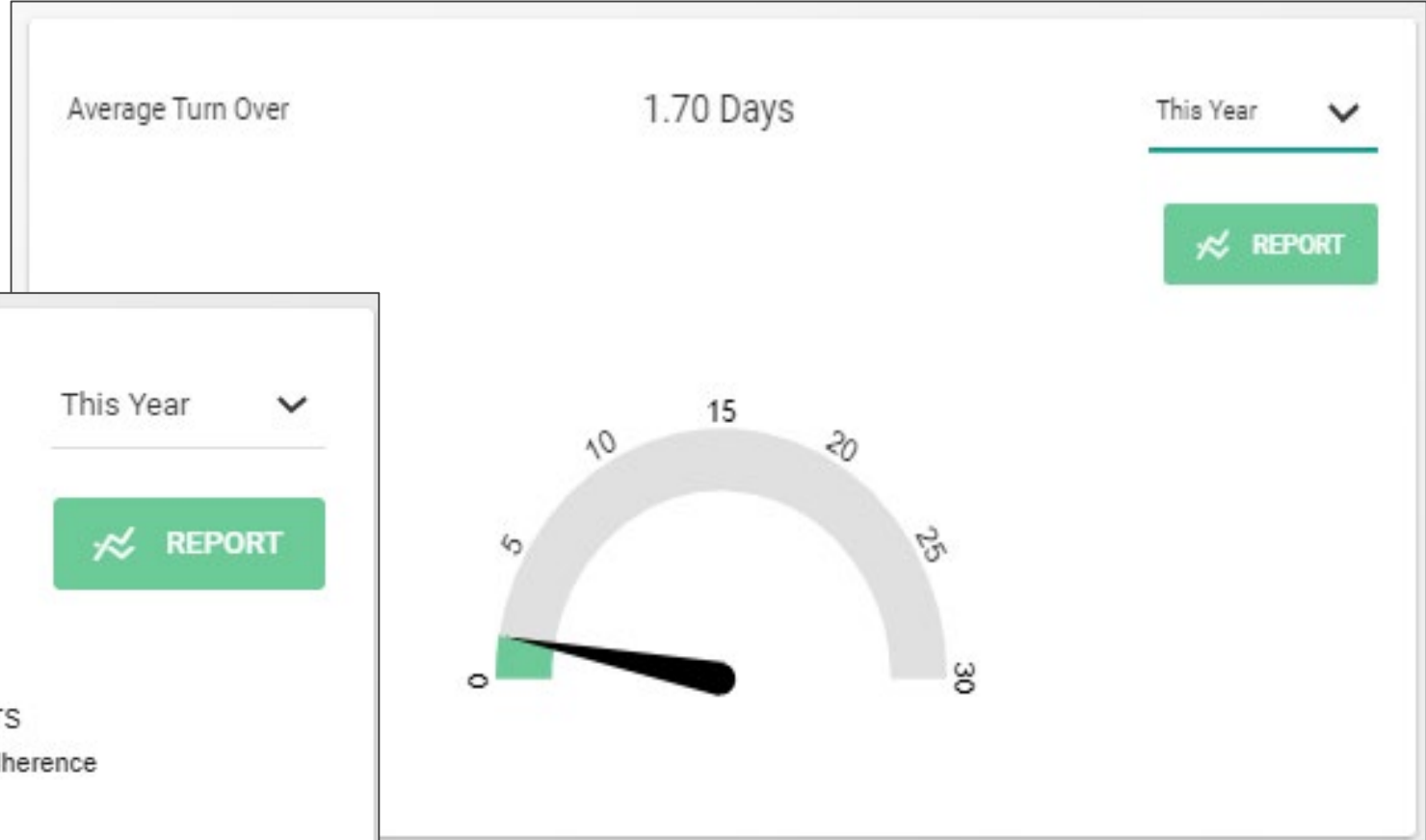
St. Luke's

Medication Locker Dashboard Metrics

Adherence 96%

Return to Stock 4%

Average Turn Over 1.7 days



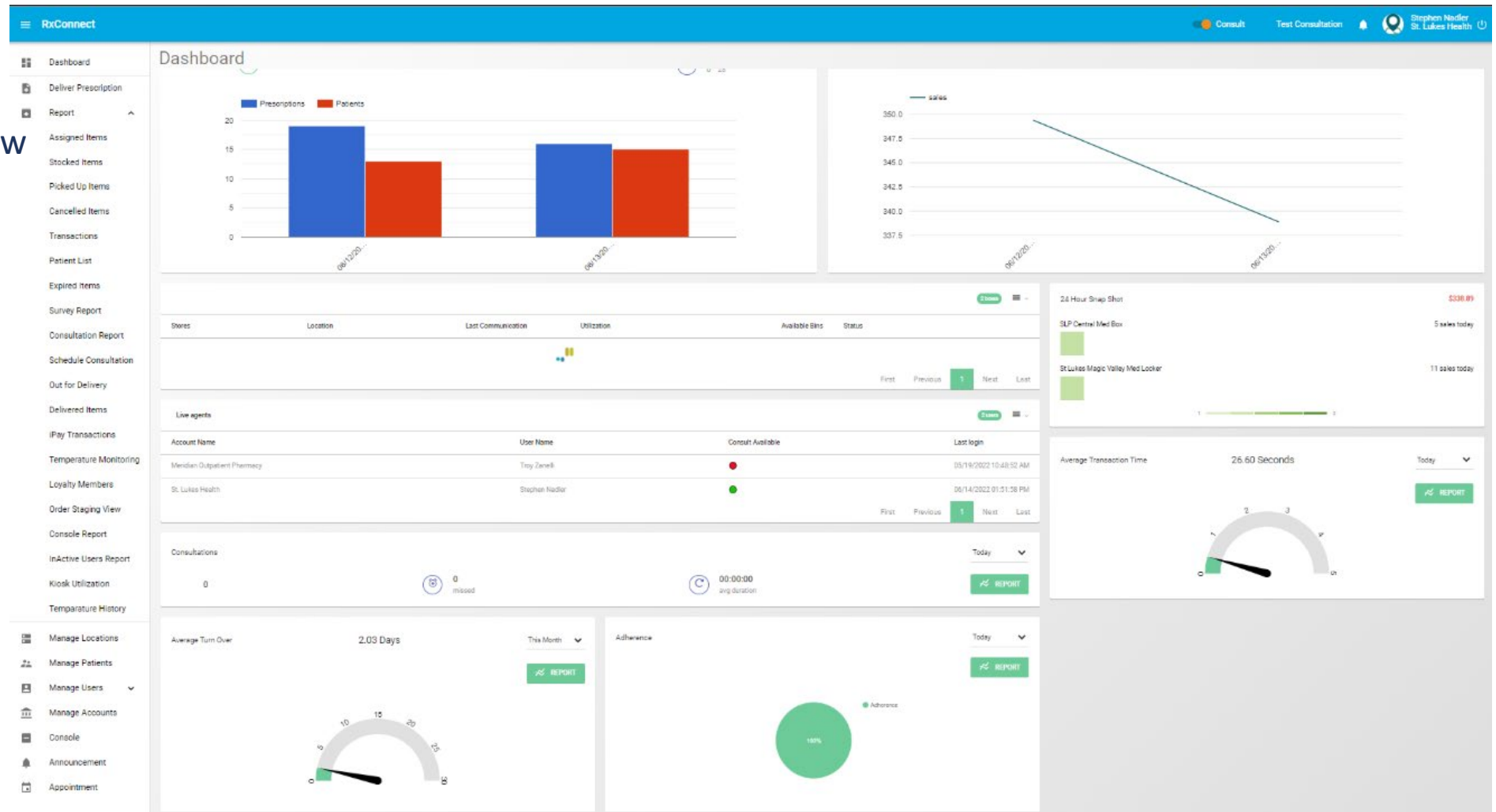
| Key Logistics for Implementation

- Pharmacy Delivery to Locker
 - Medicines are **assigned** in the pharmacy locker software by the pharmacy staff according to the schedule
 - Transport in serialized zip tied totes, inside clear plastic tamper-proof bags, verified by logs
 - Prescriptions are transported to the locker and scanned in
- Telephonic Communication Options
 - Coverage of Locker questions/issues
 - Set up for video consultation or rings into pharmacy during a pick up
- Collection period
 - Patients given a period of 7 days to collect their supply of drugs from the lockers
 - Returns only if tamperproof bags intact



Medication Locker Reporting Options

- General Dashboard
- Deliver Prescription View
- Assigned Items
- Stocked Items
- Picked Up Items
- Cancelled Items
- Transactions
- Patient List
- Survey
- Consultation
- Kiosk Utilization
- Temperature History
- Expired Items



| Challenges to Implementation

- Board of Pharmacy
 - Limited services drug outlet registration, extended remote will call
- DEA
 - Controlled substances, patient pick-up photo saved, ability to collect drivers license through scan
 - Development of risk assessment for DEA review to allow controlled substances placement
- Installation
 - Security phone/cameras/wall brackets/floor bolts
 - Emergency backup power outlets
 - Open bin alerts, abnormal bin session alerts text/email



| Challenges to Implementation, continued

- IHT Interfaces/Epic
- Wrap Considerations
 - Branding, durability
- Point of Sale Challenges
 - Inability to take payment at locker
 - Initial bills sent on AR due to COVID
 - EMR payment, credit/FSA/HSA collection on the locker, text to pay



Medication Locker Security Camera Placement



Pick Up Information Captured

6/13/22, 8:36 PM RxConnect - iLocalbox

Pick Up Receipt

Pharmacy Name: Boise Outpatient Pharmacy

Kiosk Name: SLP Central Med Box

Address: 720 E Park Blvd, Boise, ID 83712

Pick Up Order: JQMT3V

Pick Up Date: 03/15/2022 02:21:52 PM


Stock Date: 03/09/2022 12:29:08 PM

Patient Name: Kimberly Nadler

Order Detail

Prescription Number	Rx Number	Fill ID
234228295	1337790	55354

Signature



Picked Up By

First Name: Kimberly

<https://localbox.net/home/reports/pickup/PickUpLists>

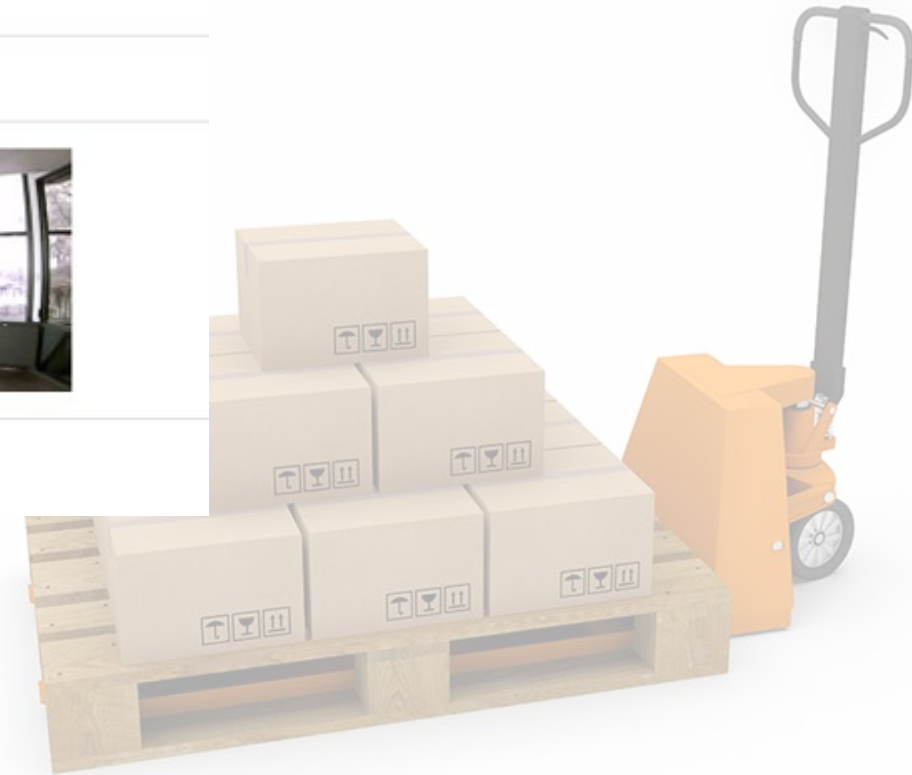

1/2

6/14/22, 3:09 PM RxCon

First Name:

Last Name:

ID No:

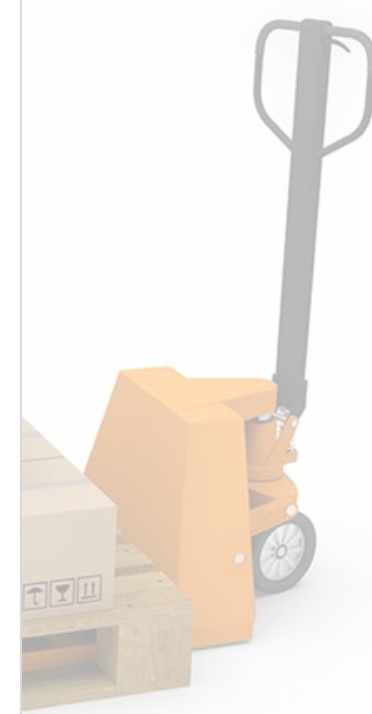
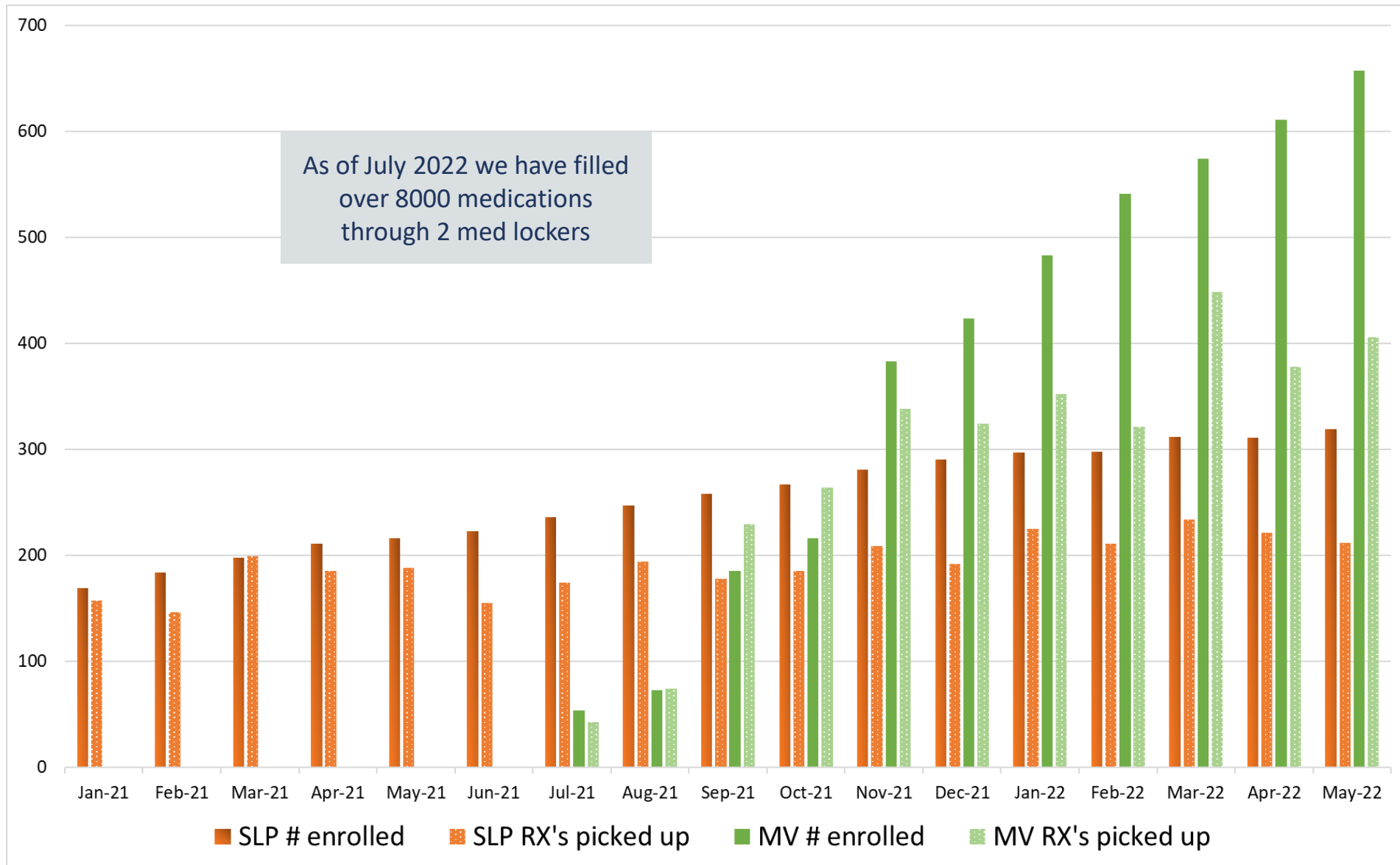


| Challenges, continued...

- Costs/Investment
 - Labor required
 - Delivery Challenges/Security
 - Time of Day Cut Offs
 - Vehicles
- Provider Communication
- Downtime
- 340B Nuances
- Patients with limited knowledge of technology/phone
 - Individuals with cognitive impairment, including elderly who have difficulties in using and accessing bar codes sent via email and phone
 - Assignment of completed prescriptions into ADA retrievable locker locations

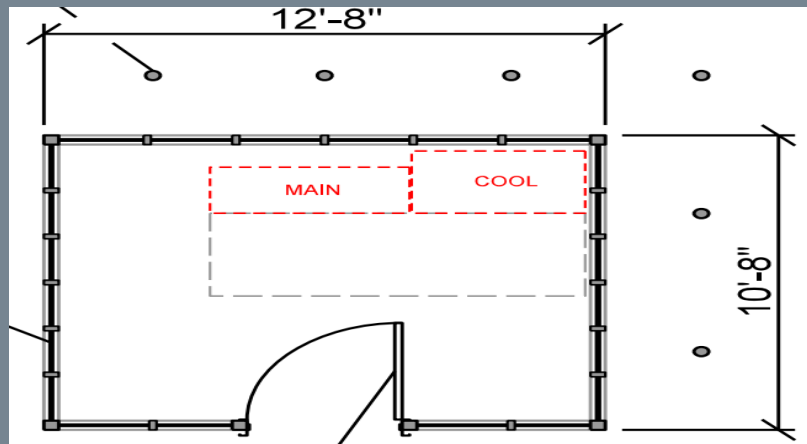


Outcomes/Locker Utilization



Benefits/Identified Future Plans

- Return on Investment – 1,200 annual Rxs filled could pay for 1x implementation cost of locker
- Improve waiting time in the outpatient pharmacy with Locker installation
- Partnership with local grocery chain starting August
- More locker placement in SLHS facilities (McCall/Boise)
- Future partnerships with employers
- Drug Hut Idea explored
- Planning to expand the service by procuring more lockers





Additional Slides with Specifications

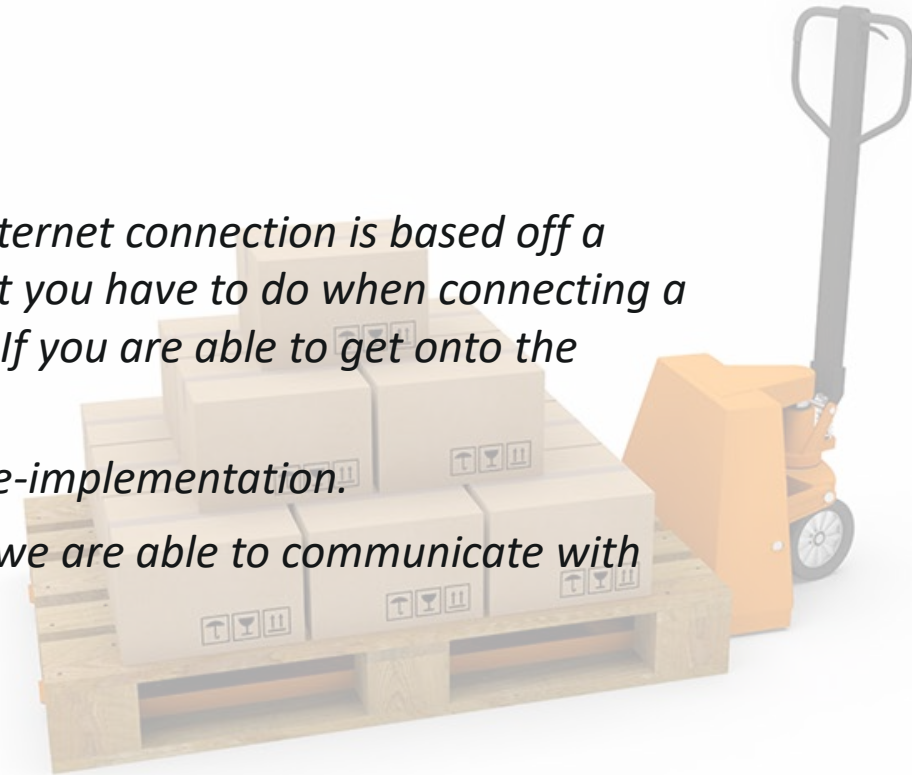
Required Specifications

- Internet

- Ethernet/Cat5 based connection located within 5 feet of where locker will be placed.
- WiFi 2g or 5g is supported
- LTE is available

- Connection Types

- A minimum of a DHCP or Static IP connection is required.
 - If you do not use an IT person, the best way to determine whether your internet connection is based off a DHCP or Static IP connection is to ask yourself if there is anything different you have to do when connecting a new PC to your current network besides just starting an internet browser. If you are able to get onto the internet right away, then you have a DHCP connection.
 - If a Static IP address is to be used, a data sheet will be provided during pre-implementation.
- Ports 443 will need to be open for data and internet services. Please ensure we are able to communicate with the following URLs.
 - <https://kiosk.localbox.net>
 - <https://localbox.net>
 - <https://api.localbox.net>



Locker Specs

These are 2 machines side-by-side

	Main	Cool 8
Dimensions	54''w x 72''h x 22''d	47''w x 85''h x 26''d
Operating Power (W) at peak	120w (3A)	110/220v, 50hz (1A) Idle ~400w (Optional power requirements) At peak, (~11A)
BTU's/hr (~)	235BTU/hr	1300BTU/hr
Weight (empty)	800 lbs	350 lbs

Technical Specifications

Description	Equipment	Specification
AC Power	Main, InWall, Addon	100-240V, 50-60 Hz
Load Current (Amps)	Main, InWall,	1 Amp NOM,
Operating Watts	Main, InWall, Addon	Idle ~ 70-90W, Operating Peak ~120W (Addon ~ 1-2a)
Load Current (Amps)	Cool	1 Amp Idle, Operating peak 11Amp (Peak represents compressor in operation)

Source: iLocalbox.net

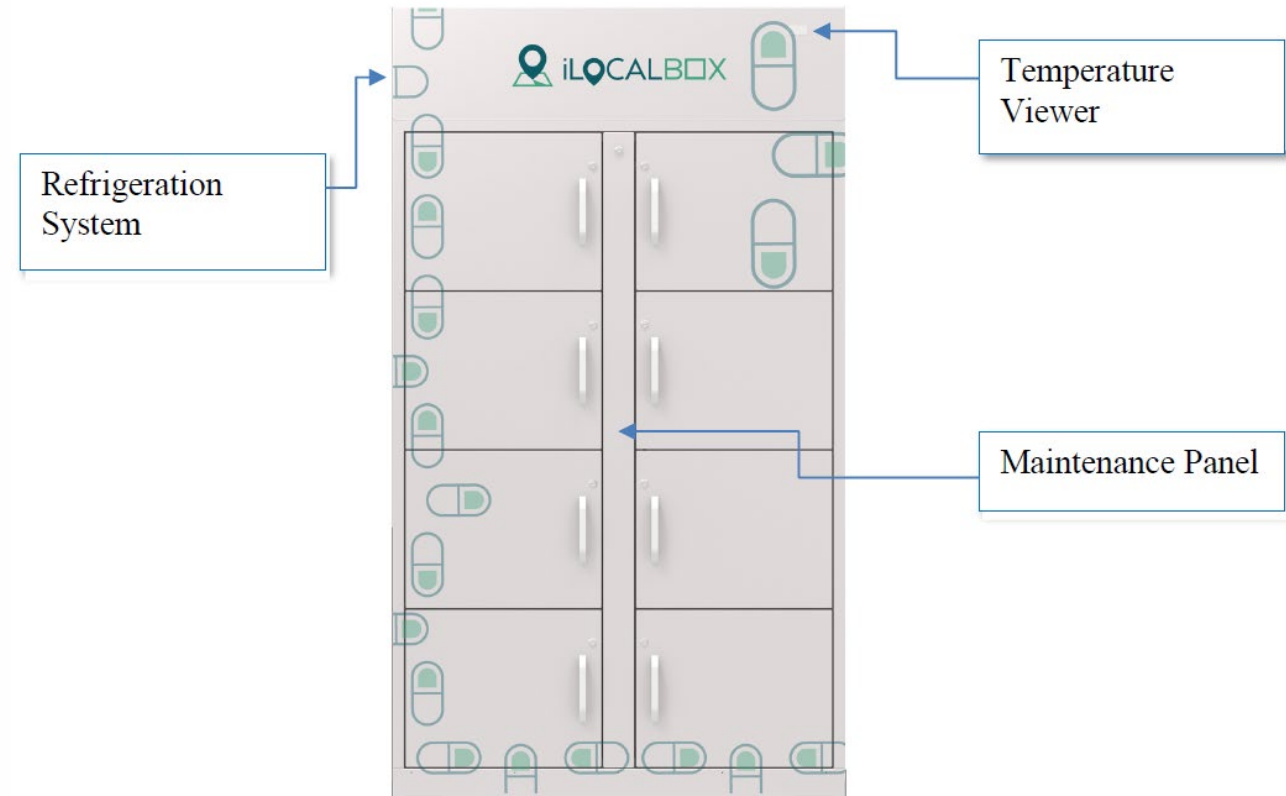


Environmental Specs

Description	Specification
Altitude	2000 m
Temperature	5–40 degrees C (41–104 degrees F)
Relative Humidity	80% max. for temps up to 31degrees C (87.8 degrees F), then decreasing linearly to 50% at 40 degrees C (104 degrees
Supply Voltage Fluctuation	Not to exceed + 10% of nominal Voltage.
Transient over voltage category	II

Refrigeration Unit

- Requires additional power requirements due to the nature of refrigeration.
- **Features:**
 - *Welded steel construction*
 - *Anti-corrosive powder coating*
 - *Automatic self-closing doors*
 - *Adjustable operating temperature controls*
 - *Temperature monitoring & alarms*
 - *Stainless Steel Interior*
 - *Infrared compartment sensors*
 - *Recessed anti-theft latches/bolts*
 - *Emergency manual access*
 - *Newer refrigerator option coming soon (24 bins)*

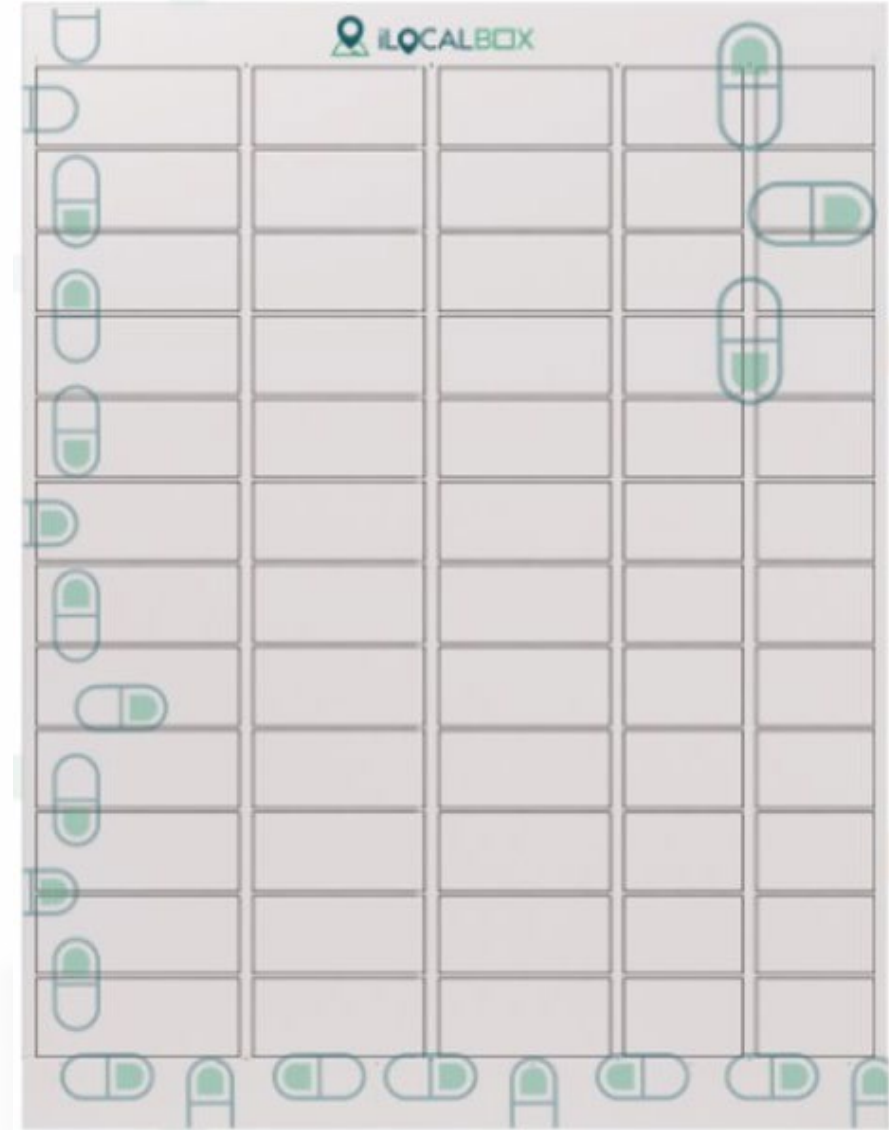


Add On Units

- 36 high-density smaller bins
- IR sensors for product detection
- Auxiliary unit built for expansion
- Services adherence packaging
- Requires connectivity to main unit



- 60 adherence variable size bins
- Auxiliary unit built for expansion
- Services adherence packaging
- IR sensors for product detection
- Requires connectivity to main unit



Customizable Configurations



References

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3. Yeo YL, Chang CT, Chew CC, Rama S. Contactless medicine lockers in outpatient pharmacy: A safe dispensing system during the COVID-19 pandemic. *Res Social Adm Pharm*. 2021 May;17(5):1021-1023. doi: 10.1016/j.sapharm.2020.11.011. Epub 2020 Nov 17. PMID: 33234450; PMCID: PMC7671646.

Thank you...

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