



# University of California - San Francisco (UCSF)

UCSF expands services and productivity through centralization of pharmacy services and investment in automation

## The Challenge

UCSF's three campuses (Parnassus, Mission Bay and Mount Zion) were each using Pyxis BD and a separate manual system for storing, picking and fulfilling drugs.

Infrastructure was lacking to sufficiently expand with Pyxis and manual fulfillment had become a growing strain on UCSF's workforce. Medication

management overall had become marked by a relatively high risk for error.

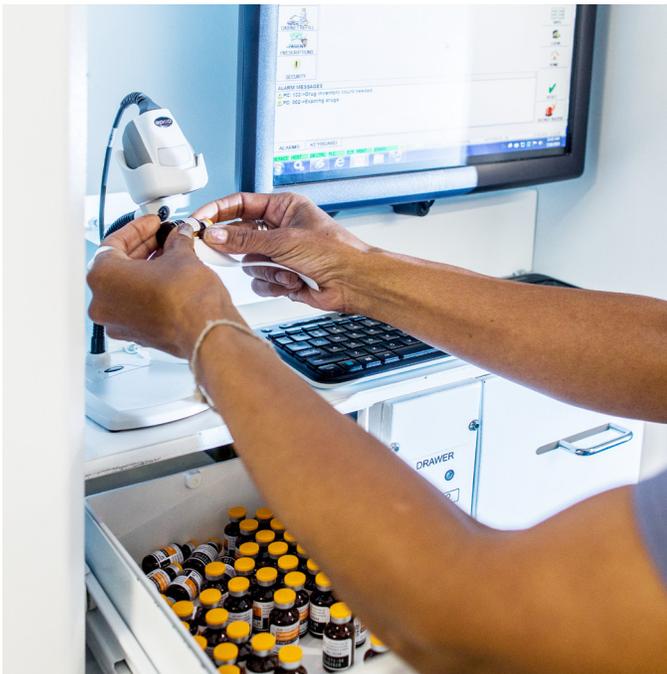
**“We were forced to store drugs alphabetically, so drugs that have the same name and maybe even look alike are side-by-side, which increases your error,”** said Voltaire Tadeo, Senior Medication Management Analyst.



## The Solution

UCSF decided to centralize and automate medication management by transitioning to a CSC, Supported by the Swisslog Healthcare BoxPicker® Automated Pharmacy Storage System and PillPick® Automated Packaging and Dispensing System. Swisslog Healthcare CSC solutions helps alleviate strain on UCSF's workforce while reducing the risk of error.

- Swisslog software integrated with Pyxis Fill
- Switched manual process to automate storing, sorting and picking with BoxPicker
- Barcode scanning verification and dispensing through PillPick to significantly reduce error risks
- Automated returns process with barcode verification to reduce human error



## Measures of Success

Swisslog has helped UCSF reach new levels of efficiency:

- \$300,000 savings in six months
- Reduced labor demands from consolidation and automation in their CSC
  - Down to 2.4 from 7 Full Time Employees (FTEs) needed to manage cartfill
  - 17% of total FTEs support entire health system
- Reduction in picking errors
- More efficient and accurate day-to-day workflow
- Integration with Pyxis Fill improves system performance

The decreased demand on their workforce has enabled UCSF to further expand their services:

- UCSF has nearly doubled bed capacity to over 700 inpatient beds since integrating Swisslog
- Automated Dispensing Cabinet capacity has nearly tripled



**«Working with Swisslog has improved our day-to-day workflow. It has made us more efficient and more accurate. Before **BoxPicker**, when we were manually picking, an entire room could be handled incorrectly. Now with the process automated, it greatly reduces our chance for human error.»**

— Voltaire Tadeo, Senior Medication Management Analyst,  
University of California - San Francisco



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### Swisslog Products

**BoxPicker** Automated Pharmacy Storage System

**PillPick** Automated Packaging and Dispensing System

### Primary Value

- Reduction in Picking Errors
- Increased Efficiency

### Health Information System

EPIC

### Drug Wholesaler

Amerisource-Bergen

## Swisslog Healthcare

At Swisslog Healthcare, we strive to lead change for better care. At the core of this vision is a focus on improving workflows and reducing the time clinicians spend doing repetitive tasks—enabling more time to care for patients and residents. Our solutions and services extend across the continuum of care, including transport, medication and supply chain management for long-term care facilities, consolidated service centers, hospitals and health systems.

### CONTACT

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