

CASE STUDY

BUMRUNGRAD INTERNATIONAL HOSPITAL BANGKOK, THAILAND



PillPick System on the Asian market from the main entrance: first installation at Bumrungrad International Hospital.

PillPick System configuration:

- > PillPick Manager Software
- > 1 BoxStation
- > 1 PillPicker
- > 1 AutoPhial incl. BlisterCutter
- > 1 DrugNest 33L20
- > 2 PickRing
- > 1 PickReturn
- > Commissioning in 2008

Special technical customization:
Barcode on patient labels from PillPick can be used to address therapy ring automatically to the TranspoNet Pneumatic Tube System from Swisslog.

The customer and the requirements

Bumrungrad International is an internationally accredited, multi-specialty hospital located in the heart of Bangkok, Thailand.

Founded in 1980, today it is the largest private hospital in Southeast Asia, with 554 beds and over 30 specialty centers. Bumrungrad offers state-of-the-art diagnostic, therapeutic and intensive care facilities in a one-stop medical center.

Bumrungrad serves over a million patients annually. Over 400,000 are internationals. They include thousands of expatriates who live in Bangkok and nearby countries, plus visitors from 190 countries around the world who come for treatments.

English is widely spoken. The hospital has a medical coordination office staffed by doctors, nurses, and interpreters who serve the special needs of international patients.

Bumrungrad is a public company traded on the Thai stock exchange. It has been featured by CBS's 60 Minutes, NBC's Today Show, Time, Newsweek, and other international press as a leader in medical tourism.

In order to enhance patient safety even with a growing number of patients served, the hospital decided to look for an Automated Drug Management System.

swisslog



The challenge of safety and costs

As private hospital caring for the quality of treatments as well as for the wellbeing and comfort of the patients, Bumrungrad takes into great consideration the challenges of modern healthcare.

In particular the theme of safety of medications is rising in importance because of the increasing number of potent drugs and the increasing population of elderly patients, that receives multiple drugs every day.

Another important aspect is the prevention of medication errors, the most common form of medical errors, that may have a strong impact on patient safety but also on administrative costs.

The Swisslog solution

For all these reasons, Bumrungrad introduced the PillPick System from Swisslog for the automated management of drugs in unit dose.

The system is completely automated and the PillPick Manager, the supervision software, manages all the operations of packaging, storage and dispensing of drugs in unit dose.

Stock levels, lot number and expiry date are controlled by PillPick Manager, that automatically generates messages for adjustment of the drugs stored,

in case of needed replenishment or the expiry date is next.

The system is interfaced with the Hospital Information System provided by Microsoft.

Commitment and speed for the best practice

The project represents a paradigm of best practice, in fact from the date of the order up to the final handover passed only 7 months, a record for such a big project (normally it takes 12 months) and since July 2008 all wards for inpatients, critical care unit included, are supplied with therapies in unit dose from PillPick.

This good practice is due to commitment of both the parties. Bumrungrad assured the greatest receptiveness and quickness in learning a brand new way of working whilst Swisslog with its high technological standard and the constant technical support facilitated the smoothness and easiness of implementation.



The opinion of the customer

"At Bumrungrad we are constantly looking for innovative ways to enhance patient safety while we continue to grow the volume of patients served. We looked at multiple pharmacy systems before selecting the PillPick system due to its capacity to handle high volumes of diverse prescriptions while allowing us to lower the potential for medication errors due to poor handwriting. This system has been synchronized with our Microsoft Amalga HIS system to offer higher volume capacity along with increased patient safety while allowing us to redeploy our pharmacists to more meaningful patient education activities."

Mack Banner, CEO of Bumrungrad International Hospital

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