

BEST PRACTICES, Student Health Services

Title: Improving Pharmacy Services

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Source: Penn State

Co Area: IRM

Addl Info: <http://qualityspotlight.psu.edu/uhs/index.html>

Abstract: The pharmacy at University Health Services fills 500-800 prescriptions a day. The staff works in a small area and, with no opportunity to increase space, increasing staff was not an option. Turnaround time, from the time a prescription was received to the time it was filled, was too high. Additionally, timely communication with customers was difficult.

University Health Services took a two-pronged approach to the challenge. First they used technology to increase the opportunities for patients to ask questions and submit prescriptions. Their customers can use their touchtone phones to request refills of prescriptions. They can also submit refill requests and ask prescription related questions online 24/7. Second, the pharmacy implemented an automated, robotic system to do the manual work of placing medication in bottles and preparing labels. The pharmacy staff verifies the contents afterward. This change reduced the time and increased the accuracy of filling prescriptions, as well as increasing staff satisfaction.

<http://www.sa.psu.edu/uhs/pharmacy/pharmacy.cfm>

Title: SUNY Best Practices Search Facility

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Source: State University of New York

Co Area: Counseling Center

Addl Info: <http://www.suny.edu/BestPractices/Best.Practices.2004.01.27.pdf>

Abstract: As part of the Task Force on Efficiency and Effectiveness, campus presidents were asked to provide initiative they believe they carry out better than any other campus, along with those innovative ideas that have saved or avoided spending resources. The "Best Practices" reported in this document have resulted in significant savings throughout SUNY and, when shared with other campuses, have the potential to realize even greater savings within the system.

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Creative Staffing
Private Ambulance Service
Out-sourced Psychiatric Evaluations
Out Sourced HIPPA Training