

Case Study



Hospital Pharmacy at Klinikum Nordschwarzwald, Calw



Background:

Klinikum Nordschwarzwald, situated in the south-western German town of Calw, specialises in psychiatric care, psychosomatic medicine and psychotherapy. The hospital has its own pharmacy, located in the main building, which delivers drugs, dressings and disposable items to the wards and their 517 beds. As well as supplying the hospital itself, the pharmacy provides services to two other hospitals in the area.

Initial situation:

The hospital pharmacy was scheduled for renovation and modernisation as it had been a number of years since its last upgrade. Previously, all medicine packages and other items had been stored on traditional shelves. The objective of the project was to increase the efficiency of everyday processes and to optimise the way in which items are stored.

Solution:

The entire pharmacy has been fitted out with FAMA shelving systems supplied by Willach. Thanks to the modular construction of the FAMA system, the entire storeroom has been customised and optimised to comply with the pharmacy's operating procedures. The solution comprises custom modules consisting of a range of shelving and trays, as well as picking benches.

Result:

Working conditions and operating procedures have undergone considerable improvement, resulting in greater productivity in the pharmacy. The staff in the pharmacy have also observed the following:

- Easier to manage shelf-life, since medicine packages are stored in and picked from easy-to-adjust channels according to the first-in-first-out (FIFO) principle.
- Time savings and less legwork, as the daily commodities and their excess stock can now be accommodated in the same shelf module.
- Improved work ergonomics:
 - daily commodities are stored within easy reach
 - excess stock is located directly below or above
 - trays can be pulled out easily for restocking
- Both stocking and picking of pharmacy items are significantly faster than with traditional shelves.
- The new system is much more flexible when it comes to adding new products, as the simple system of adjustable channel dividers and slide-on label/barcode holders makes it easy to introduce new items while retaining the alphabetical order of the medicine packages.

The modular FAMA Shelving System

The individual system modules were configured by Willach in close consultation with the customer. The configuration takes account of the different types of items, such as medicine packages, dressings and disposable items, as well as the need for excess stock to be stored directly on each shelf, which allows restocking to be done quickly and without making additional trips.



FAMA Sloping Trays: Medicine packages that are picked every day are located on sloping trays within easy reach to improve ergonomics. Excess stock for these items is located on flat shelves directly above or below. This means that all similar items are in the same place, and stocks can be replenished each day quickly and without needing to make additional trips.



FAMA Flat Trays: Dressings, large packages and disposable items such as syringes, cannulas and catheters are sorted and stored on flat trays within easy reach. Here too, the space above and below each tray is used for excess stock.



FAMA Worktop Shelves with FAMA Flat Trays: Low-level shelves with worktops above and flat trays below are used for filling and temporary storage of transportation boxes for individual wards. The layout allows two transportation boxes to be filled and stored at the same time, one above the other.





The picking process

Each week, the pharmacy handles an average of 90 orders comprising a total of 1,400 items. These figures do not include the special orders for individual patients that are ordered in addition to the standard product range. The most efficient solution for this volume of orders is a conventional, manual order-processing system, without any automation.



- 1 Each order received from the hospital wards is prepared manually, in sequence.



- 2 Each item is scanned when it is picked from the shelf.



- 3 The number of items removed is entered into the scanner device, so that the inventory levels remain synchronised with the inventory management system.



- 4 Items that have been picked are placed in transportation boxes until the order has been completed. The boxes are then delivered to the ward that placed the order.



① FAMA Sloping Trays (medicines)

② FAMA Worktop Shelves with FAMA Flat Trays (order compilation)

③ FAMA Flat Trays (dressings, disposable items, laboratory items)

Floor space: 420 m²

Product range: 1,150 items

- 720 medicines
- 70 dressings
- 125 disposable items
- 235 laboratory items

Average inventory:

9,300 packages (medicines)

Turnover:

Approximately 1,400 medicine packages per week

The pharmacy supplies:

- 25 wards in the hospital (517 beds)
- 2 other hospitals

Date of installation of the FAMA Shelving System: April 2010

Modules used:

51 modules of FAMA Shelving System 500 (40.8 metres total length) with appropriate inserts:

- FAMA Sloping Trays
- FAMA Flat Trays
- FAMA Flat Shelves

17 modules of 'half-height' FAMA Worktop Shelves (13.6 metres total length) with worktops at 955 mm

- FAMA Flat Shelves
- FAMA Flat Trays



“The FAMA Shelving System from Willach has made my job and that of my staff much easier, with less legwork and significant time savings in our everyday tasks. The good quality of Willach shelves is particularly evident in the ergonomic and simple operation of the modules and high level of safety. Our operating procedures have become considerably more efficient thanks to the FAMA Shelving System.”

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