

● High

👤 People

😊 Positive

● Medium

⚙️ Process

😐 Neutral

● Low

💻 Technology

😞 Negative

Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception	👤	⚙️	💻
Patients can schedule vaccines appointments in the pharmacy	Today, this happens in a retail system independent of the current EMR, and patients walk up for offered immunizations. In future state, patients will have the ability to schedule vaccine appointments in the pharmacy for only Germantown Pharmacy, as well as receive walk-in immunizations for any pharmacy offering them.	• Pharmacy	●	😊		✓	

● High

● Medium

● Low

People

Process

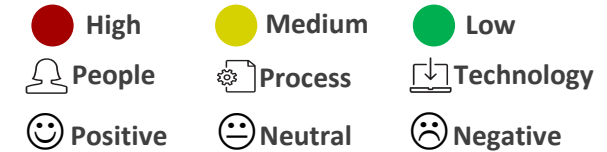
Technology







Positive

Neutral

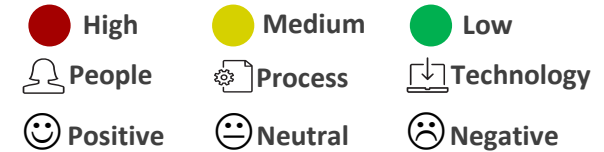
Negative

Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception			
Orders Activity	Today, Pharmacy can modify orders from the verification screen, and Nursing can view the modified order details. In future state, Pharmacy will be required to modify medication orders from the Orders activity window and not verify the order activity. If orders are modified within the verify orders activity, nursing will not see the order detail changes.	<ul style="list-style-type: none"> • Pharmacy • Nursing 	●			✓	
Pharmacists will have the ability to reactivate prescriptions that have been discontinued.	Today, this happens in a retail system independent of the current EMR. In future state, one system is tied together by Epic, where orders can be discontinued (patient should no longer be taking it) in a retail pharmacy but reactivated by a pharmacist.	<ul style="list-style-type: none"> • Pharmacy • Physician • Nurses 	●			✓	
Pharmacy staff can reactivate prescriptions	Today, this happens in a retail system independent of the current EMR. In future state, one system tied together by Epic allows orders to be discontinued in a retail pharmacy but reactivated by a Pharmacist. A prescription that was discontinued can also be reactivated. If a Provider discontinues a medication without a reason, you can reactivate those prescriptions if you choose the second option.	<ul style="list-style-type: none"> • Pharmacy • Physician • Nurses 	●			✓	



Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception			
Any Prescription Discontinued	Today, this happens in a retail system independent of the current EMR. In future state, new alerts will appear in Hyperspace for Providers/clinicians when discontinuing a medication owned by an integrated pharmacy.	<ul style="list-style-type: none"> • Pharmacy • Physician • Nurses 	●			✓	
Register patients	Today, this happens in a retail system independent of the current EMR. In future state, both pharmacists and technicians will have the ability to register patients in Willow Ambulatory. They can search it by name, birth date, sex, and phone number. When registering a new patient, the pharmacy staff must input the patient's name, legal sex, birthdate, and social security number. In cases where the social security number is unknown at the time of registration, there is an option to enter it as unknown.	<ul style="list-style-type: none"> • Pharmacy 	●			✓	
BestPractice Advisory	Today, this happens in a retail system independent of the current EMR. In future state, BestPractice Advisory will show if the patient record is pet opened in Hyperspace. Pet patient records will be shared across the entire organization, including in the hospitals and clinics.	<ul style="list-style-type: none"> • Pharmacy 	●			✓	

Willow Ambulatory



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Meds to Bed Program	Today, this happens in a retail system independent of the current EMR. In future state, MLH will be switching to an opt-out bedside delivery program for go-live using specific admission criteria, where they are currently doing an opt-in.	<ul style="list-style-type: none"> • Pharmacy • Physician • Nurses • Inpatient Pharmacists 	●	😐		✓	
Language scope defined for sig translations	Today, this happens in a retail system independent of the current EMR. In future state, Willow Ambulatory can translate specifically constructed sigs into several languages if they match a line on a large translation table. The language scope is Arabic, Chinese, Korean, Spanish, and Russian.	<ul style="list-style-type: none"> • Pharmacy 	●	😐		✓	
Lot numbers awareness on prescription fills	Today, this happens in a retail system independent of the current EMR. In future state, flag prescriptions missing lot numbers preventing dispense. By scanning 2D barcodes during the filling process, pharmacy staff can automatically capture lot and expiration data, provided it is included in the manufacturer's barcode. However, if the workflow mandates the presence of a lot number for certain fills, pharmacies must adapt their workflows accordingly. This includes integrating necessary information inputs and decision support systems that enforce the entry of lot numbers.	<ul style="list-style-type: none"> • Pharmacy 	●	😊		✓	

Willow Ambulatory

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● Medium

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Specialty Pharmacy Program	Today, this happens in a retail system independent of the current EMR. In the future state, Specialty Pharmacy will be part of this implementation using Compass Rose and Willow Ambulatory. Specialty medications will be filled/owned by Shelby Oaks Central Pharmacy, which provides specialty clinical services by specialty pharmacy Provider-based clinic pharmacists and technicians.	<ul style="list-style-type: none"> • Pharmacy • Physician • Nurses • Pharmacist 	●	😊		✓	
Provider based clinic pharmacist and prior authorization specialist	Current state process does not exist. In future state, Provider Clinic staffing/workflow will be in the SpecialityPharmacy module.	<ul style="list-style-type: none"> • Pharmacy • Ambulatory Clinics 	●	😐		✓	
Specialty Pharmacy Program	In the current state, there is not a Specialty Pharmacy program. In future state, patients will be enrolled in disease specific Specialty Pharmacy programs utilizing Compass Rose for clinical support and tracking.	<ul style="list-style-type: none"> • Pharmacy • Physician • Pharmacist 	●	😊		✓	

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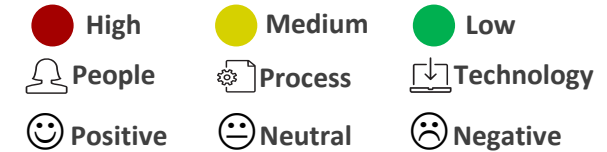
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Specialty Pharmacy Program	In the current state, there is not a Specialty Pharmacy program. In the future state, URAC Accreditation reporting and tracking will be seamlessly integrated for managing Specialty Pharmacy prescriptions and enrollments.	• Pharmacy	●	😊		✓	
MLH Sample Dispensary workflow	Today, Working out of eclinical, Cerner and EnterpriseRx. Providers place order for samples that hit the dispensary inbasket. Dispensary tech completes order and labels sample medication with a handwritten label. Inventory is currently a manual process through Excel and is not trackable by Providers or dispensary locations. In future state, the Provider will place a sample order, which will be transmitted to the 'MLH Sample Dispensary'. The dispensary tech will process the sample order, and a label will be produced through Epic. Inventory will be tracked through WAM and visible across dispensary locations.	• Pharmacy • Ambulatory Clinics	●	😊		✓	
BestPractice Advisory	Currently, Providers are unable to see what medications are available as samples or inventory. In future state, BestPractice Advisory will show Provider if medication is not available as sample in Hyperspace when order is placed.	• Pharmacy • Physician • Ambulatory Clinics	●	😊		✓	



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Dispensary of Hope workflow	In the current state, this process is only applicable for Methodist North Admissions. In future state, Germantown Outpatient Pharmacy will process and fill prescriptions for Dispensary of Hope for patient's that meet all criteria.	<ul style="list-style-type: none"> • Pharmacy • Case Manager • Social Worker 	●	😐		✓	
Order Tied to Provider	Today, this happens in a retail system independent of the current EMR. In future state, one system tied together by Epic where an order had to be tied to Provider. If the Provider doesn't exist in Epic (e.g., a walk-in patient with a paper script). In this scenario, you will need to identify the Provider record that the system should automatically set on charges.	<ul style="list-style-type: none"> • Pharmacy 	●	😐		✓	
Meds to Bed Program	Not able to bill the patient account in the current state. In the future, meds-to-beds technicians can add portal payments to patients' accounts. If patients are unable to pay at discharge, we can send the amount to their portal or hospital bill. We have talked about a minimum of \$5.00 to a maximum of \$100.	<ul style="list-style-type: none"> • Pharmacy • Billing 	●	😊		✓	
Accounts Payable	Pharmacy staff will have the ability to bill patient co-pays to the patient account and send a bill later, at their discretion.	<ul style="list-style-type: none"> • Pharmacy • Billing 	●	😐		✓	