

## Case study

# Hennepin County Medical Center



## Reliable HP RP9 Retail System improves pharmacy staff efficiency and lowers costs

### Industry

Healthcare

### Objective

Fast and reliable POS touchscreens as part of end-to-end pharmacy management solution

### Approach

Strategic replacement of underperforming solutions as a new opportunity for growth and compliance

### IT matters

- Enhanced reliability with zero failures in 14 months of operation
- Lowered cost of systems administration and downtime response
- Eliminated need for backup solution at 24x7 pharmacy location
- Next day, on-site replacement for five years with optional HP Care Pack

### Business matters

- 10 times faster POS transactions—from one minute to six seconds
- Improved user experience—better touch, larger surface area, 100% uptime
- Increased productivity and revenue per employee
- Seamless integration with POS and electronic health records software



**“We’ve had zero support issues since installing the RP9 touchscreens 14 months ago. Their stability and reliability are much better than expected. On the other hand, our IT team was not at all surprised as they’ve had a great experience with HP technology and service teams over many years.”**

– Heather Anderson, Pharmacy Revenue and Operations Manager, Hennepin County Medical Center



Hennepin County Medical Center is a premier healthcare provider in Minneapolis serving well over half a million patients each year. Its pharmacy operations have grown due to increased specialty drug sales and industry regulations. Yet, operations were hindered by aging POS hardware, the centerpiece of a pharmacist’s daily routine. After deploying an innovative POS solution from Emporos that leverages the reliable and versatile HP RP9 Retail System, however, staff efficiency and customer care significantly improved.

With over 620,000 patient visits and 100,000 emergency responses each year, Hennepin County Medical Center ranks as Minnesota's premier Level I Trauma Center and healthcare provider. Since 1887, Hennepin has served the expanding Minneapolis community and now employs 6,000 professionals at county clinics and its flagship 484-bed hospital.

Like other providers across the country, Hennepin's pharmacy operations have grown rapidly. In 2016, it dispensed 847,000 prescriptions from its 10 hospital and outpatient pharmacies.

"Specialty drug volumes and prices are rising fast and driving industry growth," says Heather Anderson, pharmacy revenue and operations manager, Hennepin County Medical Center. "This leads to more complex transactions and the need for greater automation."

**"We've successfully deployed HP touchscreens with our MerchantSoft solutions hundreds of times and were confident they could streamline the patient payment process and improve Hennepin's pharmacy operations."**

– Matthew Hall, Sales Manager, Emporos

Increased sales volume, combined with new controlled substance regulations such as e-prescription and quantity mandates, placed greater demands on existing point of sale (POS) solutions. To handle the increased flow of advanced medications and customer transactions, pharmacists required more reliable and sophisticated POS systems. The current aging solutions were no longer sufficient.

Specifically, touchscreen reliability was holding back staff productivity. Of 23 units, almost 20 percent failed each year. This inadequate performance impacted employee morale and compromised customer satisfaction. To address these concerns, Anderson turned to her trusted pharmacy POS software vendor, Emporos, for recommended hardware solutions.

"We've successfully deployed HP's touchscreens with our MerchantSoft solutions hundreds of times and were confident they could streamline the patient payment process and improve Hennepin's pharmacy operations," says Matthew Hall, sales manager, Emporos.

## Superb usability and performance

Following Emporos' recommendation, Anderson engaged her professional network to solicit feedback from HP touchscreen users. "The technicians and pharmacists that responded were extremely satisfied with HP's stability, performance, and design. This validated Emporos' guidance to replace our existing hardware to reduce downtime."

As the incumbent vendor's touchscreen units failed, Hennepin's IT staff installed the 18.5 inch HP RP9 Retail System. Right away, the staff was impressed with the new solution's advanced engineering. Surprisingly, patient consultation, payment, and signature interactions are now 10 times faster with the HP touchscreens, going from one minute to six seconds. With the previous solution, data access cycles were lengthy and screen navigations were laborious.

The HP RP9 Retail System makes a big impression in a small footprint. "The HP retail systems process data so much faster. At one location, we have two POS solutions, one HP and one not," says Anderson. "Now even customers are taking notice of the superiority of the Emporos solution powered by HP."

Furthermore, Anderson's team is pleased with the new system's improved usability and contemporary design. "The HP RP9 touchscreen has been far superior to our previous solution," says Mark Holtan, specialty pharmacy manager, Hennepin County Medical Center. "The display is much clearer, the touchscreen is more sensitive, and unlike our previous units, it's a rare occasion we need to restart them."

The new touchscreen operates seamlessly with the Emporos software to create a superb user experience and enhanced medication safety. This combination allows Hennepin's pharmacy staff to provide better patient care and the more efficient dispensation of critical medications to the 770,000 citizens of the greater Minneapolis area.

## Customer at a glance

### Application

Reliable, fast, and user friendly pharmacy point of sale solution for improved patient care

### Hardware

- HP RP9 Retail System touchscreen - 18.5 inch
- HP USB Single Station Thermal Receipt Printer
- Integration to Verifone payment device and Imprivata biometric scanning

### Software

- Emporos MerchantSoft POS
- McKesson eRelay Health and Epic EHR

## Reliable and cost effective

In addition to an improved user experience, the new HP touchscreens provide numerous operational benefits. Improved reliability decreases demands on Anderson and her IT team, and frees up time to focus on additional technology advancements.

Anticipating some performance issues, Anderson was interested in a strong warranty for the new solution. With the HP RP9 Retail System standard three-year limited warranty and an optional next day parts HP Care Pack, Hennepin extended its protection to five years, which compares favorably to the previous solution's three-year terms.

"So far, we've had zero support issues since installing the RP9 touchscreens 14 months ago. Their stability and reliability are much better than expected," states Anderson. "On the other hand, our IT team was not at all surprised as they've had a great experience with HP technology and service teams over many years." Furthermore, the IT staff finds the HP touchscreens easier to work on compared to the prior solution.

Because of improved reliability and manageability, Hennepin pharmacy staff could remove a standby touchscreen from their 24x7 emergency room location that served as a backup in case of a primary unit failure. This further reduces cost of ownership and frees up important counter space. Hennepin even found the HP touchscreen systems to be less sensitive to electricity outages during a simulation test using generator power.

Overall, the combination of Emporos MerchantSoft pharmacy POS software and HP touchscreens provides increased security, operational improvements, and reduced costs. In addition to these gains, the pharmacy staff has found all other touchscreen functionality to be equal to or better than their previous solution.

And the new end-to-end pharmacy management solution did not require any changes to hardware or software configurations to maintain the seamless interoperability between HP touchscreens, Emporos POS, and McKesson electronic medical record solutions.

## Partnering for long-term success

As new regulations and security challenges arise, Hennepin plans to further consult with Emporos and HP to find innovative solutions that optimize clinical workflows and improve patient care. The pharmacy team is now considering HP display screens to replace existing customer-facing secondary monitors because of their larger size, three-year limited warranty, and improved compatibility with HP touchscreens.

The healthcare provider plans to continue to invest in HP USB Single Station Thermal Receipt Printers as they've experienced fewer problems than competing solutions that more frequently require printer head replacement.

Likewise, Emporos is pleased with their HP collaboration. "We've partnered with HP for over five years and are very satisfied with the joint solution," says Hall. "Together we simplify retail transactions and enable the pharmacist to efficiently verify prescriptions and cross-reference medications."

Over the next 12 months, Anderson expects to replace all remaining legacy touchscreens with HP RP9 Retail System solutions. The team is thrilled they no longer must work around unacceptable display performance, and can refocus on better patient experience.

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