Case Study, Pharmacy Uniprix Jean-Hearns Chaperon

How can technology improve work-life balance?

Pharmacy Profile

Location: Laval, Quebec

Patients using pill organizers: 230

Previous method: Manual checks performed by pharmacists and certified technicians

Problem statement

Context

Before I-Vision was implemented, the pharmacy had to deal with a tedious and rigid manual verification method. Preparation errors were frequent, and the process required the pharmacist to be constantly present in the pharmacy, which significantly limited their flexibility in terms of working hours. The DVCC technician and pharmacists spent several evenings checking pill dispensers, alone, locked in an office. They had to start from scratch if they were interrupted while assembling or checking a pill dispenser. This organizational burden had a direct impact on efficiency and quality of life at work.

In 2023, a shortage of pharmacists forced the team to completely rethink its verification process. The team often had to rely on substitute pharmacists to fill gaps in the schedule. Jean-Hearns is not only a pharmacist and owner, but also the father of a young family. It was difficult to find time to spend with his children, given that his presence was often required at the pharmacy. The team had to find a solution that would not only lighten the workload for professionals but also secure the production chain.

Why the I-Vision?

The decision to opt for the I-Vision was based on considerations of efficiency and sustainability. After evaluating other options such as prescription filling centers (PFCs) and other dispensing robots, the team chose I-Vision for its ease of management, automated verification, and ability to reduce the time required by pharmacists without compromising safety. With I-Vision, the team has more control over its pill dispensing system, and verification related to changes in generics and narcotics is quick. These are aspects that would have been uncertain and energy-intensive with a CPO. At the time of the decision, Jean-Hearns Chaperon's main concern was the profitability of the device. As a young owner, he had to make projections to justify the cost of purchasing the machine. He quickly realized that by significantly reducing the time pharmacists spend on verification, I-Vision would pay for itself. Following meetings with Frédéric Poirier, president and founder of Smartlab 3.0, the owner decided to move forward with the project. Three months after implementation, the team was familiar with the I-Vision and had reached cruising speed.

Observed benefit

Increased flexibility for pharmacists

Pharmacists can now perform remote verification, eliminating the need to be on site in the evenings to complete this task. This has transformed the organization of work, allowing for a better work-life balance. Mr. Chaperon can finally spend time with his family without impacting the pill dispenser production line.

Reduced stress and mental load

Certified technicians (DVCC) report a marked decrease in mental load: verification is no longer perceived as a heavy and tedious task. Before the CubiPiluliers pill dispenser management software was introduced, the entire pill dispenser circuit was managed on paper. The paperwork was heavy: it was necessary to search for patient files, create and manage error reports, note changes in pill dispensers, etc. It was energy-consuming to have to manage one's own system. With I-Vision and CubiPiluliers, the work is now more fluid, enjoyable, and secure. Managing changes in generics and narcotics has become simple. Opting for a turnkey pill dispenser management system has taken a lot of pressure off the team.

Massive reduction in errors

Before the I-Vision system, there were many errors during assembly. Since its arrival, assembly errors have decreased by more than 50%. The incident rate detected during assembly is now only 2.78%. In the past, most errors were related to incorrect products, whereas now they are more often related to half and quarter pills. In the last year, the team has made no errors during verification. The CubiPiluliers software has made it easy to track and record assembly and verification errors.

Measured results, one year after installation

Blister Packs per Hour	Before the I-Vision	With the I-Vision	Improvement
Pharmacists verification	15	30	**100%**
Technicians verification	9	20	**122%**
Assembly	12	15	**25%**

From the Team

Jean-Hearns Chaperon, pharmacist and owner

"I-Vision proved to be a winning solution to our staffing problem at the pharmacy. The transition was easy, considering that we had already implemented DVCC. Once the cost of the device was amortized, my investment quickly became profitable, but most importantly, I no longer bring the mental burden of checking pill dispensers home with me. I rate my overall satisfaction at 8.5/10."

The certified technician (DVCC) team

"It's much easier and safer. The task becomes less tedious (checking pill dispensers) and we feel more confident knowing that the machine supports us. I-Vision has allowed us to be versatile and thus accomplish other important tasks during verification. I-Vision gives us better traceability of the medication circuit thanks to the photo feature. Overall, it has brought us efficiency, speed, peace of mind, and satisfaction with the work accomplished during the DVCC verification. We rate our overall satisfaction at 9/10.