

Reimagining the Care Team:

How Automation through Moxi Brings Tighter Collaboration Between Pharmacy and Clinical Teams

In today's fast-paced healthcare environment, the demands on care teams are greater than ever. Nurses and pharmacy staff are constantly facing the challenges of medication administration, supply chain concerns, and staff shortages, which can all impact patient care and hospital efficiency. Diligent Robotics' innovative hospital delivery robot, Moxi, has emerged as a transformative solution that is improving the collaboration between pharmacy and other clinical teams and addressing some of the most pressing issues in healthcare. Moxi also stands out as a solution that enhances security, accountability, and reliability in medication delivery, addressing concerns about cost, quality, and supply chain issues.

In hospital settings, every admitted patient receives at least one medication over the course of their stay, making medication administration an essential part of patient care. But in the current healthcare environment, where staffing shortages remain a top pain point, the burden of timely medication deliveries, especially non-standard deliveries such as hazardous or discharge medications, frequently falls to already lean pharmacy or nursing teams. Moxi can also support cases where patients bring their own medications to the hospital, enabling secure transportation to and

from intake and pharmacy departments for validation, labeling, storage, and administration.

Moxi undeniably enhances efficiency when it comes to medication delivery, with approximately 40% of all Moxi use cases today having an impact on pharmacy and nursing operations; in total, Moxi has made more than half a million pharmacy deliveries to date. It supports the end-to-end workflow, significantly improving the coordination between pharmacy and nursing teams, ensuring medications reach patients as efficiently as possible.

Across our fleet, Moxi robots have collectively executed tasks to save over 150,000 trips for pharmacy staff demonstrating a sustained and high level of efficiency. By seamlessly and securely transporting medications within hospital settings, Moxi robots enhance operational efficiency, reduce the burden on staff, and ensure that patient care remains a top priority.

Medications that must be administered within specific timeframes (i.e. "just-in-time" medicines) or those on the "do not tube" list, such as expensive or high-risk medications, further complicate the workflow.

Such interruptions affect both the efficiency of pharmacy technicians and nursing teams, often leading to delays or worse, impacting patient care quality.

Special cases, such as supporting infusion clinics without co-located Specialty Pharmacies, highlight the strategic value of Moxi. Hospitals can avoid the costs associated with hiring additional staff by employing Moxi to continuously deliver medications, such as chemotherapy drugs, to these high-volume areas. At Endeavor Health Elmhurst in Illinois, several Moxi robots perform ad-hoc deliveries, including the transportation of “no-tube” medications to all locations. Moxi is the sole delivery mechanism for all their infusion medications, demonstrating Moxi’s ability to support high-demand areas without an increase in staffing.

In pediatric environments and children’s hospitals, where formulations are often patient-specific and require precise compounding, non-tube medication lists are approximately 30% higher than other adult hospitals. Moxi’s capability to efficiently handle these complex cases prevents delays and enhances the service for pediatric patients. Similarly, in academic medical centers with high-acuity cancer programs, expensive medications or investigational drugs that typically cannot be transported through traditional tube systems find their ideal courier in Moxi.

Looking to the future, Moxi also has the potential to revolutionize “Meds-to-Beds” programs in hospitals across the country. These initiatives focus on delivering take-home prescriptions to patients before they leave the hospital, aiming to reduce readmissions, enhance the patient experience, and simultaneously boost health system revenue by encouraging use of the hospital’s on-site pharmacy for

discharge medications. Historically, staffing these programs has posed a challenge due to high turnover rates and vacancy rates for pharmacy technicians and nurses. As a robotic delivery system, Moxi efficiently transports medications from the pharmacy to patient care units and helps these programs run seamlessly and efficiently. Meds-to-Beds programs also fosters medication adherence because patients may be more likely to trust the pharmacy staff within the hospital where they received care rather than other retail pharmacies, and healthcare systems can utilize their resources to help patients afford medications and enroll them in programs like the Medicare 340B program, further improving access to medications.

Moxi is a game-changer in the healthcare industry, significantly enhancing collaboration between pharmacy and nursing teams, streamlining medication delivery, and improving overall efficiency. It’s clear that Moxi facilitates not just enhanced operational efficiencies but also offers a dual advantage: the potential to cut costs and improve quality metrics/outcomes, while also recapturing revenue leakage. This comprehensive impact signifies that Moxi can influence both sides of the margin equation for health systems, underscoring its indispensable role in not only enhancing patient care but also ensuring the financial health and sustainability of healthcare institutions. Moxi’s contribution to healthcare goes beyond automation; it empowers care teams to focus on what matters most – caring for patients. 🤖